



Hospitality

Vocational Taster

Student name	
Centre name	
ASDAN tutor	

Sample

DISCLAIMER:

Personal information, photographs and videos of students and staff are classed as personal data under the terms of the Data Protection Act 1998. The use of such information as portfolio evidence for ASDAN Programmes or Qualifications will require centres to obtain consent from students, parents and carers. ASDAN does not pass on, or use in any way, materials provided by centres, unless given permission to do so for publicity or training purposes



Hospitality Vocational Taster

Contents

Introduction	2
Achieving Your Vocational Taster	3-4
Record of Progress	5
Recording Your Skills	6
Module 1 Hospitality Services	7
Section A Challenges	8-9
Section B Challenges	10-11
Module 2 Food and Beverage Service	13
Section A Challenges	14-15
Section B Challenges	16-17
Module 3 Housekeeping and Front Office Services	19
Section A Challenges	20-21
Section B Challenges	22-23
Module 4 Events	25
Section A Challenges	26-27
Section B Challenges	28-29
Module 5 Food Safety and Health and Safety in Hospitality	31
Section A Challenges	32-33
Section B Challenges	34-35
Module 6 Careers in Hospitality	37
Section A Challenges	38-39
Section B Challenges	40-41
Recording Documents	43-50
Adding Value	51
Space for Notes	52

Summary of Achievement

Yellow centre pages



Achieving your Vocational Taster

How long will the Vocational Taster take?

You have the option of accrediting up to 60 hours of hospitality activities. For every 10 hours, you are awarded one credit, for example:

10 hours = 1 credit	30 hours = 3 credits	60 hours = 6 credits
---------------------	----------------------	----------------------

These credits can contribute towards other programmes and qualifications.

The **Hospitality Vocational Taster** can lead to:

ASDAN Personal Development Programmes

- Bronze, Silver, Gold or Universities

ASDAN Qualifications (Levels 1 and 2)

- AoPE (Award of Personal Effectiveness) Levels 1 and 2
- CoPE (Certificate of Personal Effectiveness) Levels 1 and 2

and could eventually lead to:

ASDAN Qualifications (Level 3)

- CoPE (Certificate of Personal Effectiveness) Level 3

What must I do?

Read through these introductory pages carefully.

Look at the modules and challenges and decide which challenges you wish to complete – your tutor will be able to help you decide.

Create an evidence portfolio to safely store all the material you'll need to have in place before your tutor can claim your Vocational Taster certificate.

Plan, organise and carry out your chosen challenges, collecting evidence as you go and storing it safely in your evidence portfolio.

Before asking your tutor to check your work and claim your certificate make sure your portfolio contains the following:

- A student book
- A completed Record of Progress (page 5)
- Evidence for each challenge completed
- The correct number of Vocational Taster Skills Sheets (see pages 43-50)
- A completed Summary of Achievement (yellow centre pages)
- A completed Personal Statement (yellow centre pages)

What will I need?

- Your own copy of this Vocational Taster book
- A portfolio (file or folder), into which you will put your evidence



Information for tutors

To download A Quick Guide to Short Courses, go to:

**members.asdan.org.uk/
my-courses/short-courses**

This contains step-by-step guidance for delivering any Vocational Taster Short Course, from registering with ASDAN to certification.



Recording Your Skills

Recording your skills

Next to each challenge is a set of tick boxes where you can record the skills you have been developing during the activity.

These help you link your achievements to the national standards for these skills.

Hospitality activities provide an excellent opportunity to develop the skills of:

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

✓ Skills I used:

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths



The importance of Key/Core Skills

These are an everyday part of adult and working life. You need to be able to make yourself understood when speaking and writing, planning your own learning, working with others, carrying out basic calculations and using information technology.

Every job needs some or all of these skills and they are just as useful in Further and Higher Education.

Learning

This skill is about how you manage your personal learning and development. It is about planning and working towards targets to improve your performance and reviewing your progress.

Teamwork

This skill is about how you work with others when planning and carrying out activities to get things done and achieving shared objectives. This will involve working with a group of people.

Coping with Problems

This skill is about recognising problems and doing something about them. It is about using different methods to find a solution and checking to see if they work.

Use of IT

This skill is about being able to make the best use of computers and other items such as printers, scanners and digital cameras. Being familiar with how to use this equipment is vitally important, not only in the workplace but also in the home.

Use of English

This skill is not only about how you talk to people but also about the ways you find out information and let other people know about your views and opinions. It also includes all aspects of writing and reading.

Use of Maths

This skill is about your ability to use numbers. If, for example, you've measured or calculated something you will have used numeracy skills. Being able to use numbers is a skill highly valued by employers; many of the challenges in this Vocational Taster will give you opportunity to practise your numeracy skills.

Module 1

Hospitality Services





Module 1

Hospitality Services

Section A: Complete at least THREE challenges over 10 hours (1 credit)

1 As a small group produce a mind map of different types of hospitality businesses. Identify the job roles that might be available in the different businesses. On your own pick the job role that most interests you and write a blog describing what you would expect to do in a normal working day.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

2 Using magazines and brochures produce a poster or display showing the range of services and products that are provided by different hospitality businesses.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

3 As part of a group make an illustrated hospitality businesses directory with **at least one** business for each letter of the alphabet. Compare your dictionary with other groups' and count how many different types of businesses you have included.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

4 Visit a local restaurant, café or coffee shop to find out how their menu or the products they sell is influenced by their customer target market. Present your findings either as a poster or an illustrated talk.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

Module 3

Housekeeping and Front Office Services



5 Role play **at least three** of the following scenarios which may be faced by front office or housekeeping staff. How would you be expected to deal with these situations and what other staff might need to be involved?

- A guest/customer complains about their room when they are checking out
- A patient complains about waiting too long for their appointment
- A guest/customer has not checked out in time
- A patient turns up on the wrong day for their appointment
- A guest/customer makes a last-minute change to their booking
- A walk-in guest/customer is drunk

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

6 Compare the role of working in the housekeeping or front office department of a hospital to working in the housekeeping or front office department of a large hotel chain. Find a job advertisement for each of these establishments and compare the requirements.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

7 Investigate what cleaning equipment is used to maintain hygiene in different departments/zones/rooms, e.g. bathrooms, bedrooms, kitchens. Explain how cross-contamination is prevented.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

8 Other agreed challenge:

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

Module 6

Careers in Hospitality





Module 6

Careers in Hospitality

Section B: Complete ONE or TWO challenges over 10 hours (1 credit)

1 Undertake a period of work experience that involves working in the hospitality industry. Complete a diary of your experience and update your CV to reflect what you have learnt.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

2 Undertake a period of voluntary work that involves working in a hospitality business. Give a talk or presentation to tell others about the highs and lows of your experience.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

3 Visit a further education and/or training provider; investigate the training opportunities that would enable you to work in a particular hospitality job. Summarise your options and produce an action plan detailing your preferred route.

✓ **Skills I used:**

- Learning
- Teamwork
- Coping with Problems
- Use of IT
- Use of English
- Use of Maths

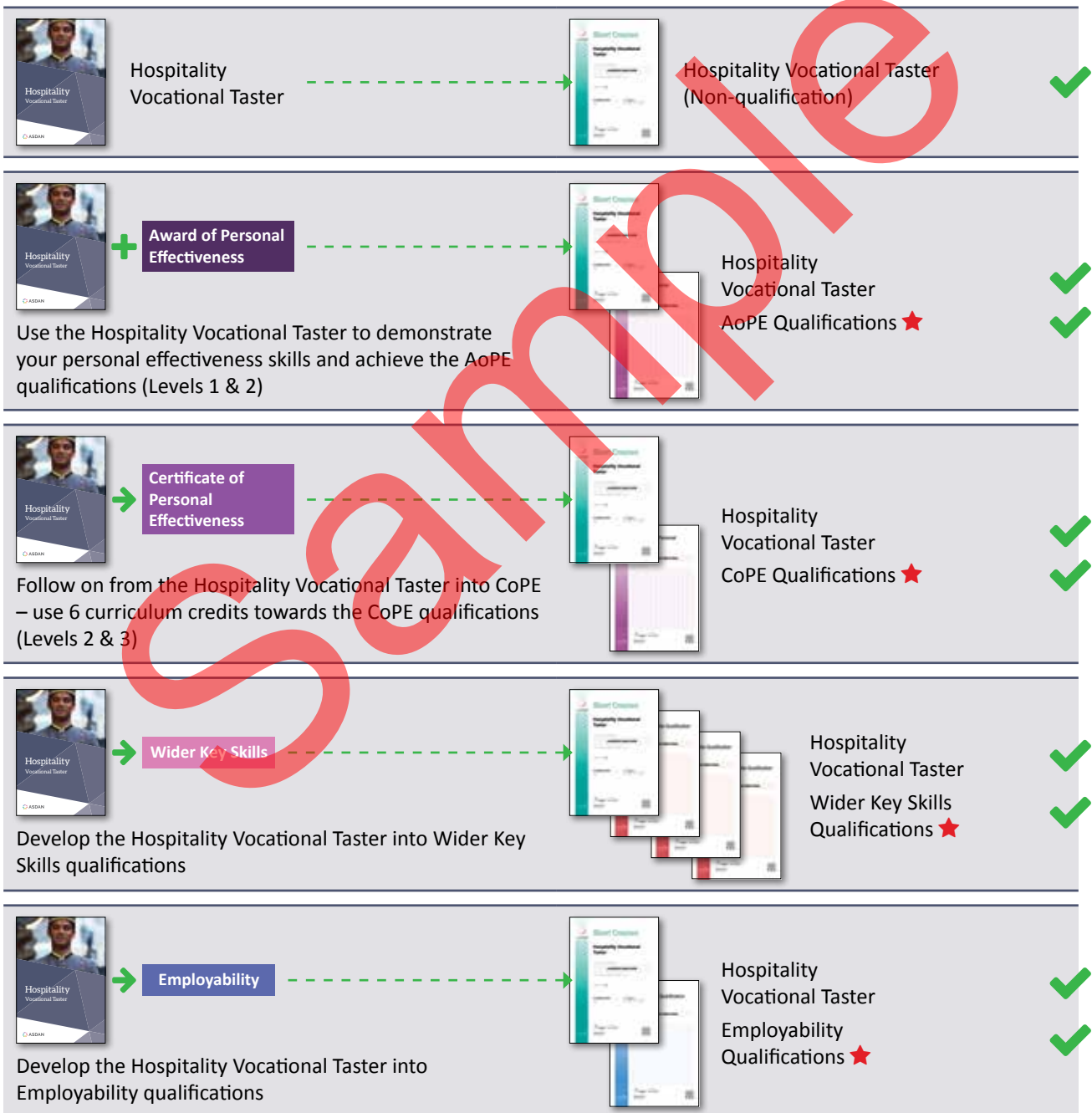


Adding Value

Your Hospitality Vocational Taster is recognised with an ASDAN certificate, and has a credit rating to reflect the time you have spent on your hospitality activities. The Hospitality Vocational Taster can also be linked to other programmes and qualifications, which add value and give you further options for continuing to develop your skills and experience.

Options

Certificated outcomes



★ If you are aiming to achieve any of these qualification outcomes you should seek advice from ASDAN before starting your Hospitality Vocational Taster.

Sample



VOC04/1

© ASDAN 2014, Wainbrook House, Hudds Vale Road, St George, Bristol BS5 7HY
t: 0117 941 1126 | e: info@asdan.org.uk | www.asdan.org.uk
@ASDANeducation | [facebook.com/ASDANeducation](https://www.facebook.com/ASDANeducation)