

## BTEC International Level 3 – Hospitality - Content Mapping

2010 QCF Unit		International BTEC Level 3 unit to which 2010 unit relates	Areas of content in the 2010 unit not covered in the International unit
No.	Title		
1	The Hospitality Industry	<p><b>Partially covered in:</b></p> <p><b>Unit 1 The Hospitality Industry</b></p> <p>A1 The hospitality industry            A2 Scope and scale of the hospitality industry            A3 Business organisation and ownership in the hospitality industry            A4 Employment opportunities</p>	<p><b>Not covered:</b></p> <p>LO2 Understand the classification systems and their standards</p> <ul style="list-style-type: none"> <li>- Classification systems</li> <li>- Classification standards</li> </ul>
2	Principles of Supervising Customer Service Performance in Hospitality, Leisure, Travel and Tourism	<p><b>Fully covered in:</b></p> <p><b>Unit 3 Customer Service Provision in Hospitality</b></p> <p>A2 Customer service and meeting organisational objectives            A3 Role of the supervisor in customer service            C1 Monitor and evaluate customer service performance            C2 Indicators of improved performance            C3 Implement measures to improve customer service            C4 Improvement of future performance of customer service</p> <p><b>Unit 4 Principles of Leadership and Supervision</b></p> <p>B1 The theory of teams and team development            B2 Characteristics and benefits of an effective team            B3 Causes of team conflict</p> <p><b>Unit 17 Team development</b></p> <p>A1 The difference between a group and a team            A2 Types and purposes of business teams            A3 Characteristics and benefits of an effective team            C1 Planning and evaluating the work of hospitality teams            C2 Monitoring, supporting and developing team performance</p>	

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3	Providing Customer Service in Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 3 Customer Service Provision in Hospitality</b></p> <p>B1 Customer service for diverse types of customer            B2 Anticipate different customer needs and expectations            B3 Customer service skills and behaviour            B4 Deal with different customer requirements effectively</p>	
4	Financial Control in Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 5 Cost Control for Hospitality Supervisors</b></p> <p>A2 Goods selection criteria            A3 Controlling and recording the movement of stock            B1 Calculating and controlling costs            B2 Methods of pricing            C1 The purpose and use of financial information            C2 The sources of financial information            C3 Financial information</p>	

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5	Supervisory Skills in the Hospitality Industry	<p><b>Fully covered in:</b></p> <p><b>Unit 4 Principles of Leadership and Supervision</b></p> <p>A1 Leadership styles and their application  A2 Key theories of motivation  A3 Leadership and personal skills required in hospitality  B1 The theory of teams and team development  B2 Characteristics and benefits of an effective team  B3 Causes of team conflict  C1 Planning and supervising the work of hospitality teams  C2 Monitoring, supporting and developing team performance  C3 Purpose and process of supervisory responsibilities</p> <p><b>Unit 17 Team Development</b></p> <p>A1 The difference between a group and a team  A2 Types and purposes of business teams  B1 Team building techniques  C1 Planning and evaluating the work of hospitality teams  C2 Monitoring, supporting and developing team performance</p>	<p><b>Note:</b></p> <p><i>Health and safety is not covered specifically, but it is contextualised to specific scenarios throughout the specification.</i></p>

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6	Food and Drinks Service	<p><b>Fully covered in:</b></p> <p><b>Unit 8 Supervise Food and Beverage Service</b></p> <p>A1 The meal experience  A2 Food and beverage service methods  A3 Food and beverage service styles  B1 Service area preparation  B2 Service area layout  B3 Team briefing  C1 Monitor the service  C2 Review the service</p> <p><b>Unit 9 Supervise Alcohol Beverage Service</b></p> <p>C1 Prepare for the service of alcoholic drinks</p> <p><b>Food Service partially covered in:</b></p> <p>C2 Serve alcoholic drinks  C3 Review the service</p> <p><b>Unit 28 Supervise Hot and Cold Non-alcoholic Beverage Service</b></p> <p>C1 Safe and hygienic working practices when preparing work area and equipment for service  C2 Techniques for mixing and preparing and serving different types of beverage  C3 How effective was the service of hot and cold non-alcoholic beverages</p>	

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7	<b>Alcoholic Beverage Service</b>	<p><b>Partially covered in:</b></p> <p><b>Unit 9 Supervise Alcohol Beverage Service</b></p> <p>A1 Know the issues concerning the sale of alcoholic beverages  A2 Know different types of alcoholic drink  A3 Know the storage and equipment needed for different alcoholic drinks. Storage fully covered, dispense briefly covered  A4 Know the presentation requirements for alcoholic drinks  C2 Serve alcoholic drinks</p>	<p><b>Not covered:</b></p> <p>LO1 Know different types of alcoholic beverages and appropriate matches with food</p> <ul style="list-style-type: none"> <li>- Origin and ingredients</li> <li>- Matching alcoholic beverages with foods</li> </ul>
8	<b>The Principles of Food Safety Supervision for Catering</b>	<p><b>Fully covered in:</b></p> <p><b>Unit 10 Supervision of Food Safety in Hospitality</b></p> <p>A1 Importance of food safety  A2 Importance of food safety systems  B1 Key features of food hygiene practices  B2 Monitoring food hygiene practice  B3 Complete food safety risk assessment  C1 Key features of food storage  C2 Procedures to implement food safety  C3 Awareness of food</p> <p><b>Unit 25 Employee Training in Hospitality</b></p> <p>A1 Training and development  A2 Reasons for training  A3 Costs and benefits of training and development  A4 The training cycle  B1 Types of training  B2 Instructional design  B3 Plan a training session  C1 Deliver a training session  C2 Evaluate the success of the training session</p>	<p><b>Note:</b></p> <p><i>UK specific legislation has been removed</i></p>

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9	Food Service Organisation	<p><b>Fully covered in:</b></p> <p><b>Unit 7 Supervise Food Service Operations</b></p> <p>A1 Staff organisation  A2 Food service operations  A3 Food service methods  B1 Practices and procedures  B2 Liaison with other departments  C1 Influencing factors on workflow system  C2 Planning documents for food service</p> <p><b>Unit 3 Customer Service Provision in Hospitality</b></p> <p>A1 Customer service in hospitality  A2 Customer service and meeting organisational objectives  A3 Role of the supervisor in customer service  B1 Customer service for diverse types of customer  B2 Anticipate different customer needs and expectations  B3 Customer service skills and behaviour  B4 Deal with different customer requirements effectively  C1 Monitor and evaluate customer service performance  C2 Indicators of improved performance  C3 Implement measures to improve customer service  C4 Improvement of future performance of customer service</p> <p><b>Unit 23 Personal Selling and Promotional Skills for Hospitality</b></p> <p>A1 Promotion  A2 Advertising  A3 Sales promotion  A4 Public relation (PR) activities  A5 Direct marketing  A6 Personal selling  A7 Benefits of promotional activities</p>	<p><b>Note:</b></p> <p><i>UK specific legislation has been removed.</i></p>

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		B1 Types of hospitality business B2 Promotional mix B3 Customer groups and profiles B4 Legal and ethical issues C1 Customer buying process C2 Type of sale C3 Factors that influence the customer decision to purchase C4 Personal selling skills and sales behaviour C5 Features of successful selling	
10	European Food	<b>Fully covered in:</b> <b>Unit 13 European Cuisine</b> A1 History of and influences on European food A2 Styles and types of European food A3 Traditional food outlets and menus B1 Equipment and commodities B2 Methods of preparing, cooking and finishing dishes B3 Professional skills C1 Evaluation criteria C2 Quality criteria C3 Feedback information	

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11	Asian Food	<p><b>Fully covered in:</b></p> <p><b>Unit 29 Asian Cuisine</b></p> <p>A1 History of and influences on Asian food  A2 Styles and types of Asian food  A3 Traditional food outlets and menus  B1 Equipment and commodities  B2 Methods of preparing, cooking and finishing dishes  B3 Professional skills  C1 Evaluation criteria  C2 Quality criteria</p>	
12	Contemporary World Food	<p><b>Fully covered in:</b></p> <p><b>Unit 11 Contemporary Global Cuisine</b></p> <p>A1 History of and influences on global cuisine  A2 Styles and types of global cuisine  A4 Balanced menus that meet the needs of the business and customer  B1 Equipment and commodities  B2 Methods of preparing and cooking dishes  B3 Finishing and presenting dishes  C1 Evaluation criteria  C2 Quality criteria  C3 Apply feedback information</p>	<p><b>Note:</b></p> <p><i>Professional, safe and hygienic practices are not stated in this unit, but are covered in both Unit 29 Asian Cuisine and Unit 13 European Cuisine.</i></p>
13	Advanced Skills and Techniques in Producing Desserts and Petits Fours	<b>None</b>	

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14	Environment and Sustainability in Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 1 The Hospitality Industry</b></p> <p>A1 The hospitality industry</p> <p><b>Unit 2 Environment and Sustainability in the Hospitality Industry</b></p> <p>A1 Impact of the hospitality industry on the environment</p> <p>A2 Conflicting needs of different stakeholders</p> <p>B1 Measures taken by the industry to ensure a sustainable environment</p> <p>B2 Plan research into an environmental issue</p> <p>B3 Carry out research into an environmental issue</p>	
15	Principles of Nutrition for Healthier Food and Special Diets	<p><b>Partially covered by:</b></p> <p><b>Unit 20 Menu Development for Specialist Requirements</b></p> <p>A1 Guidelines for a healthy diet</p> <p>A2 Nutrients and sources</p> <p>A3 Implications of using food additives</p> <p>B1 Different types of customer</p> <p>B2 Specific dietary needs</p> <p>B3 Effects of diets on health</p> <p>C1 Factors to consider</p> <p>C2 Influences of food choices</p> <p>C3 Plan of menus</p>	<p><b>Not covered:</b></p> <p>LO1 Understand the importance and principles of balanced diets</p> <ul style="list-style-type: none"> <li>- Government's guidelines for a healthy diet</li> <li>- Implications of using food supplements</li> <li>- Anatomical description</li> <li>- Processes and actions involved</li> </ul> <p>LO2 Understand food labelling and nutritional information</p> <p>LO4 Understand how to plan and promote healthier food choices.</p> <ul style="list-style-type: none"> <li>- Effects of food processes on nutrient content</li> <li>- Methods of promoting healthier food choices</li> </ul>

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16	Hospitality Business Enterprise	<p><b>Partially covered in:</b></p> <p><b>Unit 6 Hospitality Business Enterprise</b></p> <p>B1 Financial information  C1 Business planning  C2 Measures of success  C3 Supporting documents</p>	<p><b>Not covered:</b></p> <p>LO3 Be able to plan and set up a hospitality business</p> <ul style="list-style-type: none"> <li>- Participate</li> <li>- Variations</li> <li>- Learners are not required to set up the proposed business</li> </ul> <p>LO4 Be able to evaluate a hospitality business enterprise.</p> <ul style="list-style-type: none"> <li>- Feedback</li> <li>- Evaluation</li> </ul>
17	E-business for Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 21 Technology and Digital Media in Hospitality</b></p> <p>A1 Technology in hospitality  A2 Technology enhancing business productivity and customer experience to meet business objectives</p>	<p><b>Note:</b></p> <p><i>Changes in technology since 2010 means that this unit is not directly mappable, however the new Unit 21 Technology and Digital Media in Hospitality accounts for these changes and is therefore more appropriate and current.</i></p>

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18	Marketing for Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 22 Marketing for Hospitality</b></p> <p>A1 Role of marketing  A2 Business aims and marketing objectives  A3 Marketing constraints  B1 Purpose of market research  B2 Research focus  B3 Research method  B4 Marketing models and tools  C1 Use of market research data  C2 Opportunities and strategies  C3 Marketing mix</p>	

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19	Personal Selling and Promotional Skills for Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 23 Personal Selling and Promotional Skills for Hospitality</b></p> <p>A1 Promotion  A2 Advertising  A3 Sales promotion  A4 Public relation (PR) activities  A5 Direct marketing  A6 Personal selling  A7 Benefits of promotional activities  B1 Types of hospitality business  B2 Promotional mix  B3 Customer groups and profiles  B4 Legal and ethical issues  C1 Customer buying process  C2 Type of sale  C3 Factors that influence the customer decision to purchase  C3 Factors that influence the customer decision to purchase  C4 Personal selling skills and sales behaviour  C5 Features of successful selling</p>	

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20	Human Resources in Hospitality	<p><b>Partial coverage in:</b></p> <p><b>Unit 1 The Hospitality Industry</b></p> <p>A1 The hospitality industry</p> <p><b>Unit 4 Principles of Leadership and Management</b></p> <p>A2 Key theories of motivation</p> <p><b>Unit 17 Team Development:</b></p> <p>C2 Monitoring, supporting and developing team performance.</p> <p><b>Unit 24 Recruitment and Selection</b></p> <p>A1 Recruitment of staff A2 Recruitment and selection process A3 Ethical and legal considerations in the recruitment process</p> <p><b>Unit 25 Employee Training in Hospitality</b></p> <p>B1 Types of training</p>	<p><b>Not covered:</b></p> <p>LO1 Know human resource issues, responsibilities and policies in hospitality businesses</p> <ul style="list-style-type: none"> <li>- Policies</li> <li>- Hospitality industry businesses</li> </ul> <p>LO3 Understand appraisal, grievance, disciplinary and termination procedures in hospitality businesses</p> <ul style="list-style-type: none"> <li>- Disciplinary and grievance</li> <li>- Termination</li> </ul> <p><b>Note:</b> UK specific legislation has been removed.</p>
21	Events Organisation in Hospitality	<p><b>Partially covered in:</b></p> <p><b>Unit 19 Events in Hospitality</b></p> <p>A1 Events characteristics A2 Job roles and supervision B2 Event planning</p>	<p><b>Not covered:</b></p> <p>LO4 Understand essential requirements for safety, security and crowd management</p> <ul style="list-style-type: none"> <li>- Management of people and crowds</li> </ul>

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22	Planning and Managing a Hospitality Event	<p><b>Fully covered in:</b></p> <p><b>Unit 19 Events in Hospitality</b></p> <p>A1 Events characteristics            B1 Event proposal            B2 Event planning            C1 Set up of event            C2 Running and clearing up of event</p>	
23	Accommodation Operations in Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 2 Environment and Sustainability in the Hospitality Industry</b></p> <p>A1 Impact of the hospitality industry on the environment</p> <p><b>Unit 16 Accommodation Operations</b></p> <p>A1 Hospitality accommodation operations            B1 Cleaning standard operating procedures in public areas            B2 Storage of supplies            C1 Cleaning standard operating procedures for servicing rooms</p>	
24	Front Office Operations in Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 15 Front Office Operations</b></p> <p>A1 Front office in hospitality            A2 Supervisor responsibilities and skills in front office operations            A3 Front office data interpretation and use            B1 Guest reservation procedure            B2 Guest check-in procedure            C1 Guest check out procedure            C2 Front office payments and accounting</p>	

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25	Personal and Professional Development in Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 1 The Hospitality Industry</b></p> <p>A1 The Hospitality Industry</p> <p><b>Unit 26 Work-related Learning in Hospitality</b></p> <p>A3 Common career entry points</p> <p>B1 Carry out an initial personal assessment</p> <p>B2 Prepare for employment or training in hospitality</p> <p>B3 Take part in a recruitment interview</p> <p>C1 Review and evaluation</p> <p>C2 Develop a personal development plan based on personal assessment</p>	
26	Industry-related Project in Hospitality	<p><b>Fully covered in:</b></p> <p><b>Unit 1 The Hospitality Industry</b></p> <p>A1 The Hospitality Industry</p> <p><b>Unit 27 Industry-related Project in Hospitality</b></p> <p>A1 Identify opportunities for an industry-related project</p> <p>A2 Plan the project</p> <p>A3 Research the project</p> <p>B1 Carry out the project</p> <p>B2 Monitor the project</p> <p>B3 Present findings of research</p>	

## BTEC International Level 3 units not mappable to QCF qualification

International Unit Number	International Unit Name
12	The Cuisine of Your Country
14	Luxury Hospitality