

City & Guilds Diploma NVQ Goruchwyliaeth ac Arweinyddiaeth Lletygarwch Lefel 3



Yn gryno

Mae'r cwrs hwn yn addas i brentisiaid sy'n gweithio fel rheolwyr llinell neu oruchwylwyr am y tro cyntaf yn y sector lletygarwch ac sydd eisiau datblygu eu sgiliau rheoli.

Mae'r cwrs hwn ar gyfer...

..pobl sy'n gweithio fel rheolwyr neu oruchwylwyr

...rheiny sydd eisiau datblygu eu sgiliau rheoli

...rheiny sydd eisiau datblygu eu tîm a'u hunain

Cynnwys y cwrs

Apprentices must achieve a total of 37 credits; 23 credits from the mandatory group, at least 4 credits from optional group A and the remaining 10 credits from optional group A or B.



TAFLEN GWYBODAETH AM Y CWRS

Mandatory

- Set objectives and provide support for team members
- Develop working relationships with colleagues
- Lead a team to improve customer service
- Contribute to the control of resources
- Maintain the health, hygiene, safety and security of the working environment

Optional A

- Supervise drink services
- Supervise food production operations
- Supervise food service
- Supervise functions
- Supervise housekeeping operations
- Supervise portering and concierge operations
- Supervise reception services
- Supervise reservations and booking services

Optional B

- Monitor and solve customer service problems
- Support learning and development within your own area of responsibility
- Improve the customer relationship
- Manage the environmental impact of work activities
- Lead and manage meetings
- Contribute to the selection of staff for activities
- Manage the receipt, storage or dispatch of goods
- Supervise cellar and drink storage operations

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TAFLEN GWYBODAETH AM Y CWRS

Supervise linen services
Supervise practices for handling payments
Supervise the use of technological equipment in hospitality services
Supervise the wine store/cellar and dispense counter
Supervise vending service
Ensure food safety practices are followed in the preparation and serving of food and drink
Contribute to promoting hospitality products and services
Contribute to the development of a wine list
Supervise food delivery service
Contribute to the development of recipes and menus
Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector

Learners will also study Essential Skills Wales (ESW) qualifications which are designed to help them develop and demonstrate the skills needed to make the most of their learning, work and life. Details are below:

Application of Number Level 2

Understanding numerical data
Carrying out calculations
Interpreting results and presenting findings

Communication Level 2

Speaking and listening
Reading
Writing

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Assessment

The course will be delivered within the workplace whereby an assessor will visit to complete workplace assessments and progress reviews.

Gofynion Mynediad

Bydd angen i ddysgwyr fod yn gweithio mewn swydd berthnasol i astudio'r diploma hwn.

Gwybodaeth Ychwanegol

Bydd y cwrs fel arfer yn cymryd 78 wythnos i'w gwblhau. Wedi ei gwblhau'n llwyddiannus, gall dysgwyr fynd ymlaen i astudio Gwasanaeth Cwsmeriaid Lefel 4 neu fodiwlau perthnasol Gradd Sylfaen e.e. Rhagoriaeth Gwasanaeth Cwsmeriaid, Rheoli Digwyddiadau a Gwyliau, Rheoli Pobl a Sefydliadau.

Mae'r rhaglen wedi ei hariannu'n rhannol gan Gronfa Gymdeithasol Ewrop drwy Lywodraeth Cymru.

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