

Summer Holiday work for 2023

Level 3 Diploma in Hospitality, Supervision and Leadership

Welcome to the beginning of your theory work in hospitality, supervision and leadership. This qualification will help to enable you as an individual to progress in hospitality and become our next generation of supervisors, leaders and managers.

As you will be a returning student, in September 2023, have successfully achieved your level 2 Diploma in Food & Beverage (within Origins) Please think back to your practical classes for billing up, taking payments, using the credit card machine and cash transactions, to support you answering question 2.1 – 2.6

Unit 426 – Supervise practices for handling payments

How to complete your summer homework

Step 1

Read over the work sheet.

Step 2

Look at the first question (2.1) Describe the different roles and responsibilities in your own area - payments, for the way in which we handle the bills for our customers and how we collect their money. **Can you now complete a short paragraph please?**

Step 3

Now complete questions and answers for 2.2, 2.3,2.4, 2.5, 2.6, 2.7, 2.8 and 2.9

Please bring your summer homework with you on 6TH September 2023, this will be marked and added into your course work portfolio

Unit 426

Supervise practices for handling payments (HSL26)

Outcome 2

Understand how payments should be handled

Assessment criteria

(What you must know)

The learner can:

Portfolio reference
number

2.1	Describe the different roles and responsibilities of individuals in own area of responsibility in relation to handling payments and collecting takings	
2.2	Explain limits of own authority when controlling payments	
2.3	Identify the methods of payment that are - accepted in the organisation - used in the hospitality industry	
2.4	Identify the organisational guidelines and procedures that should to be followed when - handling payments - processing payments - processing payment information - collecting takings	
2.5	Describe how to present information relating to payment procedures to staff	
2.6	Describe the confirmation systems that should be used when authorising payments	
2.7	Identify the electronic point of sale systems (EPOS) used within own area of responsibility	
2.8	Explain how to identify and deal with discrepancies	
2.9	Explain how to complete documentation that is needed	

Assessor initials: