

Level 6 Hospitality

Course Information Sheet

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How is the course assessed?

The course is made up of four units. These units are internally assessed; the SCQF points for the full award are the equivalent to gaining a National 6 (Higher) qualification.

Unit 1: Customer Care
Excellence in Hospitality

Unit 2: Leading a Team

Unit 3: Hospitality Industry

Unit 4: Non-Alcoholic Beverages



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Course Aims

1. Understand the Hospitality Industry

- Explore the structure and scope of the industry, including hotels, restaurants, events, and tourism.
- Understand the roles and responsibilities in different sectors (e.g., front office, housekeeping, F&B, guest services).

2. Develop Customer Service Excellence

- Learn how to provide exceptional customer experiences.
- Understand guest expectations, service standards, and handling complaints professionally.

3. Build Professional Skills

- Communication, teamwork, time management, problem-solving, and emotional intelligence.
- Learn the importance of attitude, appearance, and behaviour in a service environment.

4. Learn Operational Procedures

- Understand front-of-house and back e.g., check-in/check-out, reservations, restaurant service, housekeeping standards).
- Gain insight into health & safety, hygiene, and legal compliance.

5. Gain Business and Management Awareness

- Learn the basics of hospitality business operations—budgets, marketing, human resources, and revenue management.
- Understand sustainability and ethical issues in hospitality.

6. Encourage Cultural and Global Awareness

- Understand the importance of cultural sensitivity and international hospitality standards.
- Develop the ability to interact with guests from diverse backgrounds.

7. Prepare for Employment or Further Study

- Equip students with knowledge and skills to enter the hospitality industry or progress to higher education.
- Develop confidence through simulated or real-life hospitality scenarios (e.g., running events, serving guests, using booking systems).



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How can I work on my knowledge at home?

Reinforce and expand what you're learning:

- Review class notes weekly and summarise key topics (e.g. customer care, leading a team and beverages).
- Create mind maps or flashcards to master terms, processes, and hospitality standards.
- Apply textbook concepts to real-life examples—analyse how local hotels, restaurants, or even Airbnb hosts use what you're studying.

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Supported Study

Supported Study is available Mondays, Wednesdays and Thursdays between 15:35 and 16:35 for anyone requiring further tuition.



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How can I work on my theory skills at home?

1. Study Core Topics in Depth

Pick a topic each week and dive into it using a variety of materials. Examples include:

- Customer service principles
- Hotel departments and their functions
- Types of hospitality businesses (hotels, resorts, restaurants, etc.)
- Health, safety, and hygiene regulations
- Tourism and cultural awareness

2. Apply Theories to Real-World Examples

This helps reinforce theory with context:

- Watch hotel or restaurant documentaries (e.g. Hotel Impossible, Gordon Ramsay's shows)
- Read case studies (many are available online)
- Compare how different hotels approach service or branding—what models or standards are they using?

3. Create a Theory Journal

Keep a notebook or digital document where you note:

- each theory you study
- Define key terms (e.g., service recovery, perishability, intangibility)
- Include diagrams, flowcharts, or examples

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Progression Routes



Glasgow Clyde College
Hospitality & Catering



Caledonian University
International Tourism &
Events Management



City of Glasgow College
Hospitality Careers



Uni of Strathclyde
Hospitality & Tourism
Management

