

HOSPITALITY SUPERVISOR APPRENTICESHIP LEVEL 3

EMPLOYER TRAINING & APPRENTICESHIPS

This apprenticeship standard is suitable for Hospitality Supervisors working across a wide variety of businesses including bars, restaurants, cafes, conference centres, banqueting venues, hotels and contract caterers. Individuals will provide vital support to management teams and are capable of independently supervising hospitality services and running shifts.

Delivery model and duration:

Workplace delivery and a structured scheme of work.

Duration: 18 months, plus 3 months for End Point Assessment

Ideal for:

- Bar Supervisor
- Reception Supervisor
- Assistant Bar Manager
- Assistant Restaurant Manager

The apprenticeship will cover the following core areas:

- Financial operations of hospitality
- Operational procedures
- Resource control and budgeting
- Setting objectives within the team
- Personal communication skills
- Leadership

Benefits to business:

- Develop and grow your management pool
- Develop the leadership skills your business needs
- Get qualified and motivated staff
- Increase staff retention

For new or existing staff

Qualification

**Hospitality Supervisor
Apprenticeship Standard Level 3**

Completers may want to progress to Management position within hospitality sector

Entry Criteria:

- GCSEs in English and maths grade 9 - 4 or A* - C

Benefits for learners:

- Enhance your hospitality skills and gain a professional qualification whilst you work
- Career progression and personal development
- The opportunity to attend additional workshops such as food safety and personal licence courses

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GC
Gloucestershire College

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Components

English and Mathematics qualifications completed in line with the apprenticeship funding rules.

End Point Assessment

The End Point Assessment will test the entire Standard, and be undertaken as follows:

- On demand test - 2 hour (including 30 minutes reading time) on demand multiple choice test
- Practical Observation - 4 hour observation of the apprentice in the working environment
- Business Project - Project to look at an opportunity/challenge/idea to make an improvement to the business
- Professional discussion – 90 minute structured meeting

Knowledge, Skills and Behaviours

Knowledge developed will include:

Understand own role in motivating the team to work according to the business vision and values and to achieve business targets, always focussing on the importance of providing the best service for customers.

Understand how to identify, plan for and minimise risks to the business and service.

Understand how to work with hospitality team members to achieve targets and support business objectives

Understand the requirements of the product and brand standards of the business.

Skills developed will include:

Supervise the delivery of a quality service that supports the department in achieving overall business objectives

Use available technology effectively in all work activities and performance

Plan, resource and organise the team to meet expected levels of customer demand within business constraints.

Implement sales and marketing strategies in own area, ensuring team are fully supported to deliver them. Make suggestions for future sales and marketing activities within area of responsibility.

Behaviours developed will include:

Demonstrate a personal drive to achieve the business values, vision and objectives.

Operate with a quality focus to achieve the best for the business.

Strive to continuously improve the effectiveness of personal communications.

Demonstrate a belief in the brand and product the business offers.