

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
- Continued support throughout the apprenticeship from Gloucestershire College

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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

Components

Functional Skills English
and Maths Level 2

Area of knowledge Overview

Set objectives and provide support for team members

This unit is about providing direction to hospitality staff and motivating and supporting them to achieve the objectives of the team as well as their personal work objectives.

Develop Working Relationship with Colleagues

This unit is about developing working relationships with colleagues, within your own organisation and within other organisations that are productive in terms of supporting and delivering your work and that of the overall organisation. 'Colleagues' are any people you are expected to work with, whether they are at a similar position or in other positions.

Contribute to the control of resources

This unit is about ensuring that you and staff you are responsible for use resources effectively and efficiently, without undue waste. It covers obtaining supplies, checking equipment, monitoring the use of resources and keeping records.

Lead a team to improve customer service

This unit is about looking at both your organisation and your staffing resources and bringing these together in a constructive way to improve overall customer service. You need to give support and guidance to your team to encourage them to improve their customer service delivery. It is about having a passion for customer service and sharing this enthusiasm with your colleagues and staff team. It is about leading by example.

Supervise drinks service

This unit is about supervising the preparation and delivery of the drink service. It is about enabling a friendly, hygienic and efficient service in relaxed, safe surroundings, ensuring that the law is fully complied with and that customer behaviour problems are dealt with quickly and correctly.

Supervise reception services

This unit is about supervising the reception service to ensure that it has all the necessary staff, equipment and supplies. It involves ensuring that: procedures are in place for running the service and that staff conduct themselves appropriately and are properly briefed. The unit also covers the monitoring and improvement of the service.

Maintain the health, hygiene, safety and security of the working environment

This unit is about maintaining health, hygiene, safety and security standards relevant to your area of responsibility. The maintenance of these standards is essential in protecting staff and customers from harm.

Ensure food safety practices are followed in the preparation and serving of food and drink

This unit describes the competences required to ensure that appropriate food safety practices and procedures are followed in the preparation and serving of food and drink. The unit is designed for anyone who supervises the preparation and delivery of food and/or drink to consumers.

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