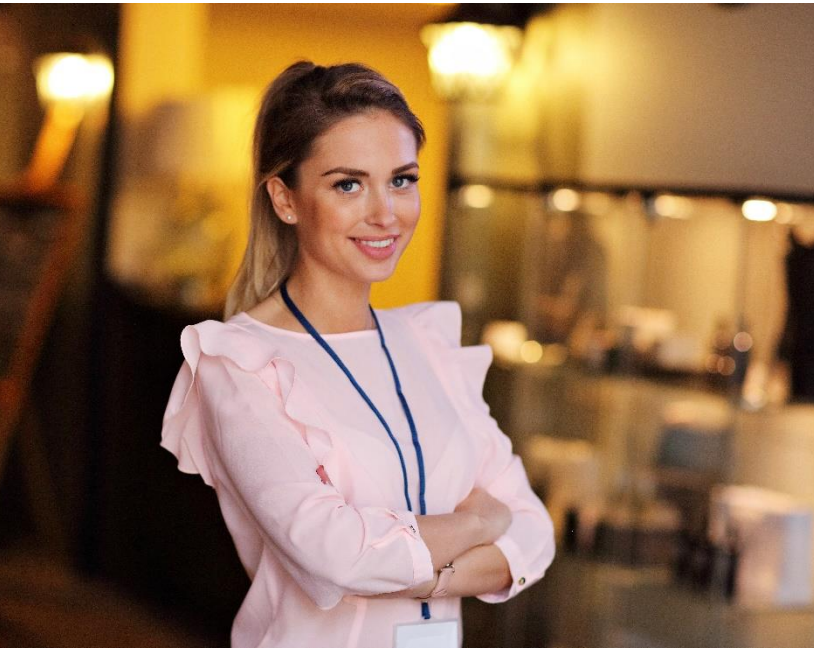




## **Hospitality Manager Level 4 Apprenticeship**

Hospitality managers work across a huge variety of organisations. These managers generally specialise in a particular area, however their core knowledge, skills and behaviours are aligned. Common to all managers in this role is their passion for exceeding customers' expectations. Hospitality managers have a high level of responsibility and are accountable for fulfilling the business vision and objectives which requires excellent business, people and customer relation skills. Individuals in this role are highly motivated team leaders that combine a talent for management and specific industry skills and thrive on the customer facing nature of the role



### **Your training will include the following topics:**

- Business Analysis & Understanding
- Legislation & Technology
- Sales & Marketing
- Financial Performance & MIS
- Leadership Vs Management
- Change Management
- People Planning, Development & Performance Management.
- Risk Management
- Equality, Diversity & Inclusion
- Customer Focus

### **The remainder of your apprenticeship will be adapted to one of the following specialist areas:**

- Food and Beverage manager
- Housekeeping Manager
- Front office Manager
- Conference and Events Manager
- Kitchen Manager
- Multi-functional Manager

### **Who is it suitable for?**

This apprenticeship is suitable for managers in a range of hospitality environments including bars, cafes, conference centres, restaurants, hotels and contract caterers. Suitable job roles include, General managers, Deputy/Assistant managers, Head chefs, Second chefs, department managers.

### **How long will it take?**

A minimum of 14 months training followed by up to 2 months for EPA

### **Functional Skills requirement:**

You will need to achieve a minimum of level 2 in maths and English or provide evidence of a suitable equivalent achievement. All apprentices will be required to work on maths and English as part of their personal development

### **Progression routes**

Upon completion of this standard you will be able to progress to a level 5 apprenticeship, Operations/departmental manager is the natural next step

### **What are the end point assessment requirements?**

You will complete a multiple-choice test and a business project followed by a professional discussion to achieve the apprenticeship standard