



## **Hospitality Supervisor Level 3 Apprenticeship**

Hospitality supervisors work across a wide variety of businesses. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same, but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.



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

- Understanding your Business and its Teams.
- Personal and Team Development.
- Financial Performance of the Business.
- Business Risks Analysis and Legislation
- Business Efficiency & Controls
- Understanding Customers.
- Sales and Marketing.
- Leadership

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

- Food and beverage supervisor
- Bar supervisor
- Housekeeping supervisor
- Concierge
- Front office supervisor
- Events supervisor
- Hospitality outlet supervisor

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

Anyone working in a supervisory job role in any hospitality operation such as schools, contract caterers, branded restaurant, pubs and cafes.

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

A minimum of 12 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 4 apprenticeship, Hospitality Manager is a natural next step, where you will be in a senior management position

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

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