

Hospitality Supervisor Advanced Apprenticeship Standard

Ofsted Outstanding Provider

Course Level: Level 3 | **Campus: Stafford** | **Subject Type: Hospitality & Catering**

Course Overview:

This apprenticeship focuses on developing supervisory skills in the hospitality industry. Apprentices learn about managing teams, overseeing operations and delivering exceptional customer service, preparing them for roles as supervisors or team leaders in hotels, restaurants, or event venues.

What's Covered:

Hospitality supervisors work across a wide variety of businesses and including bars, restaurants, cafes, conference centres, banqueting venues, hotels or contract caterers. 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.

The topics you will cover whilst training include:

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

Know how to select the best methods of communication to motivate and support team members in a hospitality environment

Understand the importance of customer profiles, how to build them and understand how this enables the business to meet their needs profitably and in line with business / brand standards. You will use various research techniques for your business project.

You will then choose one of the following specialist functions:

- Food and Beverage supervisor
- Bar Supervisor
- Concierge supervisor
- Front office supervisor
- Events supervisor
- Hospitality outlet supervisor

Entry Requirements:

Typically, candidates need a minimum of five GCSEs grade A-C or grade 4 and above in math's, English. If you do not have a suitable math's and English or IT qualification, you will complete initial assessments to identify if you can achieve Functional Skills at level 2.

Assessment Information:

1 of 13

DfE Expert Training Providers

Results 13%

above national average

The on programme assessment approach will give an ongoing indication of performance against outcome defined in the standard. Your knowledge on your specialised area will be tested throughout your programme ready for the end point assessment. You will also be observed throughout your programme and will work towards a business project to look at an opportunity / challenge / idea to make an improvement to the business. You will hold discussions with your assessor to ensure you have the required knowledge skills and behaviours ready for the end assessment.

If you do not hold a suitable maths or English qualifications, you will need to pass the Functional Skills exam at Level 2.

This qualification has an End Point Assessment which includes:

Multiple choice knowledge test, 4 hour practical observation, a Business Project and then there will be a professional discussion.

A pass is required in each of the assessments to pass the apprenticeship.

Fees and Financial Support:

While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake your training.

Progression:

If you successfully achieve all parts of the apprenticeship, your assessor will discuss your next steps to take. Dependent on your roles and responsibilities, this may be the next level of the subject you have been studying already or a different pathway.

What else do I need to know?

On an apprenticeship programme you usually will work for a minimum of 30 hours a week for the employer and then have one day a week at college or designated time in the workplace.
Some job roles will require a DBS before starting, you will be advised at interview stage if this is required.
Whilst you are on an apprenticeship your employer pays you a salary, this includes all off the job training.

How do I find out more?

Telephone: 01782 254287 (Newcastle office) or 01785 275660 (Stafford office)
Email: apprenticeships@nscg.ac.uk