



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

EPA Requirements:

- On Demand Test
- Professional Discussion
- Business Project

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, and department managers

How long will it take?

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

Functional Skills requirement:

English & Maths is now optional for apprentices aged 19 and over. During the initial assessment, a discussion will take place between the apprentice and employer to determine whether they will pursue English & Maths as part of their learning. If all parties agree English & Maths will be undertaken, this training will be included as part of the apprentice's training plan. This requirement remains mandatory for apprentices aged 16-18

Progression routes

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