



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

EPA Requirements:

- On Demand Test
- Professional Discussion
- Business Project
- Practical Observation

Who is it suitable for?

Anyone working in a supervisory job role in any hospitality operation such as schools, contract caterers, branded restaurants, 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:

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