

# HOSPITALITY SUPERVISION

The Hospitality Supervisor Level 3 standards apprenticeship is for learners working in a wide range of hospitality settings across the service and commercial sectors.

## Course Overview

The course provides the skills and knowledge and behaviours required to provide vital support to management teams and be capable of independently supervising hospitality services. This includes:

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

The Hospitality Supervisor Apprenticeship, Level 3 (standard) will give apprentices the opportunity to develop the following skills, knowledge and behaviours:

### Skills

- Understand own role in motivating the team to work according to the business vision and values and to achieve business targets
- Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work
- Know the standard business operating procedures
- Understand how to identify, plan for and minimise risks to the business and service
- Understand how a variety of technologies support the delivery of hospitality products and services
- Understand how to effectively organise and coordinate a team

**Course code**  
AS3 Hosp- S

**Award on successful completion**  
City and Guilds

**Study type**  
Workplace Learning

**Level**  
3

**Start date**  
Flexible

**Duration**  
15 - 18 months

**Fees**  
£4000 levy payers or 5% contribution for non - levy payers £200

**Location**  
Workplace

- Understand how to work with hospitality team members to achieve targets and support business objectives
- Know how to select the best methods of communication to motivate and support team members in a hospitality environment
- Identify the knowledge and skills required of hospitality teams; know how own team fits within the wider business and how to maximise team
- Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses
- Understand how to work fairly with individuals that have diverse needs

## Skills

- Contribute to and monitor operational procedures, working practices and team performance and make recommendations for business improvements
- Operate within budget, exercising strict resource control and minimising wastage,
- Supervise the delivery of a quality service that supports the department in achieving overall business objectives
- Monitor the team to ensure they follow processes and procedures
- Identify and isolate matters of concern,
- Plan, resource and organise the team
- Set realistic but challenging objectives with the team
- Demonstrate effective methods of communication that achieve the desired results
- Actively support team members to maximise potential
- Implement sales and marketing strategies in own area, ensuring team are fully supported to deliver them.
- Use leadership styles and supervisory management skills appropriate to the business and situation

## Behaviours

- Demonstrate a personal drive to achieve the business values, vision and objectives
- Operate astutely and credibly on all matters that affect business finance
- Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome
- Contribute to the review process, being aware of the individual needs of the team
- Strive to continuously improve the effectiveness of personal communications
- Proactively encourage a customer centric culture
- Be proactive in supporting sales and marketing activities
- Lead by example to maximise performance
- Act as a role model operating in an empathic, fair and consistent professional manner

## End Point Assessment

Assessment events for this standard are:

- 2-hour multiple choice test
- 4-hour practical observation in the workplace
- Business project
- Professional discussion

## Entry requirements

Employers will set their own entry requirements, but it is expected that the individual would have worked with an operational role within the industry to start on this apprenticeship standard, English and maths level 2 are desirable.

## Methods of assessment

Portfolio, Assignments and EPA

## What can I do next?

This qualification could lead to a Hospitality Management position.