

Hospitality Supervisor Standard Level 3 Apprenticeship

Qualification aims/objectives/suitability

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. Their role provides vital support to management teams and they 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.

Functional Skills

Apprentices without English or Maths at Level 2 must achieve this prior to taking the end point assessment.

Course Content includes:

- Business/Customers/Staffing
- Leadership
- Food and Beverage Supervisor
- Bar Supervisor
- House Keeping Supervisor
- Front Office Supervisor
- Concierge Supervisor
- Events Supervisor
- Hospitality Outlet Supervisor

Qualification

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Duration

Typically 12 – 18 months

Venue

The course will be delivered and supported in the workplace and by the training provider.

If functional skills are required this may be delivered in the workplace or with the training provider.