

Hospitality Supervisor

Apprenticeship Level 3

A hospitality supervisor provides vital support to management teams and is capable of independently supervising services and running shifts. They typically work under pressure, looking after customers and motivating the team. This pivotal role in your operation needs to be done with care and skill, in keeping with the style of your operation.

Training someone up in-house to deliver to your standards is a great way of filling this important post. An apprenticeship is a smart, cost-effective way to do that – either recruiting a new member of staff as an apprentice or upskilling your existing staff. This particular apprenticeship covers a wide range of operations from bars, restaurants and cafés to conference centres, banqueting venues, hotels and contract catering.

Key Areas of Study

Your learner will cover essential knowledge, skills and behaviours on their programme, as set out below.

Quick Information:

New Apprenticeship Standard designed by employers for employers

Sector:

Hospitality

Who is it for?

New recruits and existing staff

Start date:

Flexible to suit employers

Level:

Level 3

Duration:

Minimum 12 months

How does it work?

Based in the workplace with tutor visits every 6 weeks

Content:

Designed to cover all essential knowledge, skills and behaviours

Assessment:

Multiple choice test, practical observation, business project and professional discussion at the end of the programme

Qualification:

Hospitality Supervisor Apprenticeship



Knowledge

Business

- Understand their own role in motivating the team to work according to the organisational vision and values and to achieve business targets, always focussing on the importance of providing the best service for customers
- Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work
- Understand how own business area interacts with others and the organisation
- Know the standard business operating procedures
- Understand how to identify, plan for and minimise risks to the business
- Understand how technology supports the delivery of hospitality products and services
- Understand legislative requirements, their implications and applications in hospitality businesses

Leadership

- 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

People

- Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand
- 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 members' potential to drive the best results for the business

Customers

- 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
- Know the marketing and sales activities of the business and how to support them to achieve the desired outcome
- Understand the requirements of the product and brand standards of the business

Skills

Business

- 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, using appropriate techniques to manage and control costs
- 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 in line with business / brand standards at all times
- Identify and isolate matters of concern, establish the cause and intervene accordingly to minimise disruption to the service and risk to people
- Use available technology effectively in all work activities and performance
- Monitor and ensure compliance to legislative requirements in all work activities

Leadership

- Use leadership styles and supervisory management skills appropriate to the business and situation
- Ensure team members are aware of and follow policy relating to diversity

People

- Plan, resource and organise the team to meet expected levels of customer demand within business constraints
- Set realistic but challenging objectives with the team and work continuously to accomplish the best results
- Demonstrate effective methods of communication that achieve the desired results, taking action to correct poor communication within the team
- Actively support team members to maximise potential in their role and identify opportunities for development

Customers

- Coordinate the team to deliver to customers according to their needs in line with business / brand standards, enhancing their experience where appropriate
- Implement sales and marketing strategies in own area, ensuring team are fully supported to deliver them. Make suggestions for future sales and marketing activities within area of responsibility
- Actively promote the brand and product; and consistently maintain the highest standards

Behaviours / Attitude

Business

- Demonstrate a personal drive to achieve the business values, vision and objectives
- Operate astutely and credibly on all matters that affect business finance
- Operate with a quality focus to achieve the best for the business
- Positively support the benefits of working within standard business operating procedures
- Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome
- Champion the responsible use of technology
- Advocate and adhere to the importance of working safely and legally in the best interest of all people

Leadership

- Lead by example to maximise performance
- Act as a role model operating in an empathic, fair and consistent professional manner

People

- Contribute to the review process, being aware of the individual needs of the team
- Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach
- Strive to continuously improve the effectiveness of personal communications
- Encourage team members to see the importance of their role within the wider business and opportunities for development

Customers

- Proactively encourage a customer centric culture
- Be proactive in supporting sales and marketing activities
- Demonstrate a belief in the brand and product the business offers

In addition, trainee supervisors must select one of the following operational areas in line with their specialist function:

- Food and Beverage Supervisor
- Bar Supervisor
- House Keeping Supervisor
- Concierge Supervisor
- Front Office Supervisor
- Events Supervisor
- Hospitality Outlet Supervisor

Training, Tutoring and Assessment

The whole programme takes a minimum of 12 months to complete, at which point your apprentice can start their end point assessment. The pace at which the apprentice progresses will be driven by you and the apprentice. We will work closely with you to plan and deliver appropriate support and training. Your apprentice will mainly learn on the job, but training and one-to-one tutoring are a key part of the new apprenticeship standards, not just assessment, with more time on tutoring as part of the off-the-job training. Training and tutoring are delivered in the workplace with no requirement to attend the College.

You will carry out joint reviews with us at regular intervals to discuss progress. You can use your normal performance management processes to monitor the progress of the apprentice, provide feedback and guide development. Your apprentice will be expected to keep a portfolio to track their learning and development throughout the apprenticeship.

End Point Assessment

In conjunction with the College, you will be asked to formally sign-off that the apprentice has met the minimum requirements for knowledge, skills and behaviours within the apprenticeship standard and confirm they are ready to move on to the final assessment, which will be measured as follows:

On Demand Test – A two-hour test made up of multiple choice questions covering the core knowledge, behaviours and skills detailed above.

Practical Observation – The four-hour observation will take place in your workplace, and the apprentice will demonstrate skills in all core areas as well as their specialist area.

Business Project – This will focus on an opportunity/challenge/idea which the apprentice considers will make an improvement to your business. The apprentice is expected to gather and review information and make recommendations to management in a 2,000-5,000 word report.

Professional Discussion – Once the first three assessments are complete, the apprentice can move onto the professional discussion, which will take 90 minutes. You will be present to support the apprentice and confirm information. The assessor will ask questions relating to the period of learning and development as well as personal growth and reflection.

For more information on the assessment for Hospitality Supervisor Apprenticeship please see the full assessment plan in the Apprenticeship Standard documentation. We will arrange the End Point Assessment.

Apprenticeship Entry Requirements

As the employer, you can set your own entry requirements, but it is expected that the apprentice would have worked in an operational role within the industry to start on this apprenticeship standard.

In addition, the learner will need to gain Level 2 qualifications in English and maths. We will arrange the tutoring for these qualifications where required.

Future / Other Opportunities

- Foundation Degree in Bakery and Patisserie
- Foundation Degree in Culinary Arts

More Information

To find out more about the opportunities and financing of apprenticeships and to discuss your particular requirements, please email employer@sheffcol.ac.uk or call **0114 260 2600** to speak to one of our friendly employer advisors.

Why choose The Sheffield College?

As one of the region's largest providers of apprenticeships, The Sheffield College is more than just your local provider; we deliver the dedicated support you need to source, train and get the best out of your apprentice.

We appreciate how difficult and time consuming it can be to recruit staff. That's why, when you recruit an apprentice with us, our dedicated apprenticeship recruitment service, Job Connect, will advertise the vacancy, engage your candidates and even pre-screen them to make the process as easy as possible for you.

We help you get the best deal by finding the right funding and we handle the paperwork to make the process of arranging an apprenticeship training programme as smooth as possible. Our employer partnership team, apprenticeship tutors and assessment staff are experts, and we invest time and money in training and upskilling them regularly so their knowledge is up-to-date and industry standard.

At The Sheffield College we go above and beyond; we know that every business is different and we help to develop apprentices who will meet the needs of your business.

Get In Touch

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