APPRENTICESHIP STANDARD: HOSPITALITY MANAGER L4

Gain the opportunity to develop specialised skills and knowledge, paving the way for a successful career in various management roles within the dynamic hospitality industry.

Level 4 · Apprenticeship · Truro College

TOP COURSE HIGHLIGHTS

HANDS-ON TRAINING | HIGHLY EXPERIENCED TUTORS | DEVELOP SKILLS IN LINE WITH INDUSTRY NEEDS

LEARN FROM SECTOR EXPERTS

Gain invaluable insights and hands-on experience from industry expert tutors who bring real-world knowledge and expertise to the classroom. Their guidance will help you develop the skills and confidence needed to excel in your chosen field.

DEVELOP WORK-RELATED SKILLS

Enhance your practical abilities and gain hands-on experience that directly translates to the workplace. This apprenticeship course focuses on real-world applications, ensuring you are well-prepared to meet the demands of your chosen career.

HANDS-ON TRAINING

Gain practical experience through immersive, hands-on training that prepares you for real-world challenges. Our apprenticeship program emphasises active learning, ensuring you develop the skills and confidence needed to excel in your career.

WHY CHOOSE THIS COURSE?

The Level 4 Hospitality Manager apprenticeship is delivered over 21 months, followed by a 3-month End-Point Assessment (EPA) period. The programme includes a built-in Higher National Certificate (HNC) in Hospitality Management, making it one of the most comprehensive hospitality management apprenticeships available.

The programme was designed in partnership with local hospitality employers and was the first in the country to deliver both the apprenticeship standard and the HNC together, ensuring relevance, employer ownership and immediate workplace impact. The structure allows apprentices to apply learning directly within their own organisations, reinforcing knowledge through real managerial responsibility.

The apprenticeship is designed for individuals who have completed a relevant Level 3 qualification or have gained equivalent industry experience. The apprenticeship will equip learners with the skills and knowledge to excel in various specialist management roles within the hospitality sector, including Food and Beverage Manager, Housekeeping Manager, Front Office Manager, Revenue Manager, Conference and Events Manager, Hospitality Outlet Manager, and Kitchen Manager (Head Chef). Apprentices will develop expertise in delivering exceptional customer experiences, managing operations, and driving business success across diverse hospitality environments.

FOR THE LATEST COURSE INFORMATION
Scan for assessment arrangements, learner support, confirmed start dates and how to apply.

WHAT WILL I LEARN?

Core modules include:

- Leadership and Management
- Managing Customer Experience
- Sustainability in Hospitality
- Food and Beverage Management
- Accommodation Management
- Hospitality Toolkit (Finance and HR)
- Wider Hospitality Industry
- Personal Identity and Practice, including professional interview skills and live panel assessment

Knowledge This apprenticeship encompasses a comprehensive range of knowledge areas vital for effective management within the hospitality sector. Apprentices will delve into business strategy, financial management, and marketing principles, empowering them to significantly contribute to their organisation's success. They will also gain a deep understanding of customer service excellence, human resources management, and leadership techniques, ensuring they can lead teams proficiently and uphold high service standards. Additionally, the apprenticeship covers legal and regulatory requirements, health and safety standards, and sustainability practices, equipping learners with the knowledge to operate responsibly and ethically in the industry. **Skills** This apprenticeship will cultivate a diverse set of practical skills tailored to the unique demands of the hospitality industry. These skills include the ability to manage operations efficiently, from overseeing daily activities to implementing long-term strategic plans. Learners will enhance their problem-solving and decision-making abilities, which are crucial for addressing challenges and capitalising on opportunities in a dynamic environment. The apprenticeship also emphasises the development of strong communication and interpersonal skills, essential for fostering positive relationships with customers, staff, and stakeholders. Furthermore, apprentices will refine their skills in project management, revenue optimisation, and quality assurance, ensuring they can drive continuous improvement and deliver exceptional hospitality experiences. **Behaviours** Apprentices are expected to demonstrate behaviours such as a passion for exceeding customer expectations, a high level of responsibility, accountability for fulfilling business objectives, and strong leadership and teamwork skills. **Typical Duties that an Apprentice will carry out in the workplace:**

- Managing daily operations: Overseeing the day-to-day activities of various departments, ensuring smooth and efficient functioning.
- Customer service: Providing exceptional service to guests, addressing their needs, and resolving any issues that arise.
- Staff supervision: Leading and managing teams, including scheduling, training, and performance evaluation.

WHERE WILL IT TAKE ME?

This Apprenticeship Standard opens up a wide range of career opportunities within the hospitality industry. Apprentices can progress to roles such as Food and Beverage Manager, Housekeeping Manager, Front Office Manager, Revenue Manager, Conference and Events Manager, Hospitality Outlet Manager, and Kitchen Manager (Head Chef). This qualification is highly regarded and provides a solid foundation for further career advancement.

ENTRY REQUIREMENTS

Level 3 Hospitality qualification (or equivalent experience) and Grade 3 GCSE (D) in English and Maths.

IMPORTANT

Course information can change. Please use the QR code below for the current assessment arrangements, entry requirements and start dates.

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