

APPRENTICESHIP STANDARD: HOSPITALITY SUPERVISOR L3

Embrace a unique opportunity to develop specialist supervisory skills in a dynamic and rewarding industry, ensuring you are well-prepared for a successful career in hospitality management.

Level 3 · 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?

This apprenticeship standard equips apprentices with the skills to independently supervise hospitality services and manage shifts across various settings such as bars, cafes, conference centres, restaurants, and hotels. Apprentices will gain expertise in delivering exceptional customer service and motivating teams under pressure. This apprenticeship also offers specialisations in supervisory functions, including Food and Beverage, Bar, Housekeeping, Concierge, and Front Office supervision. Each specialisation focuses on maintaining high standards and ensuring customer satisfaction in their respective areas.

WHAT WILL I LEARN?

Knowledge This apprenticeship covers a comprehensive range of knowledge areas essential for effective supervision in the hospitality industry. Apprentices will delve into business operations, gaining an understanding of financial performance metrics, stock management techniques, and the legal requirements that govern the industry. They will also explore customer profiles and expectations, learning how to tailor services to meet the diverse needs of different clientele. The course includes in-depth study of leadership principles, team dynamics, and conflict resolution strategies, ensuring apprentices are well-equipped to manage and motivate their teams effectively. Additionally, apprentices will learn about marketing strategies and the importance of maintaining brand standards to enhance the overall customer experience.

FOR THE LATEST COURSE INFORMATION

Scan for assessment arrangements, learner support, confirmed start dates and how to apply.
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Skills This apprenticeship develops a wide array of practical skills necessary for supervising daily operations and maintaining high standards of service. They will learn to manage resources efficiently, from scheduling staff shifts to maintaining inventory levels. The apprenticeship hones interpersonal skills, such as effective communication, problem-solving, and delivering exceptional customer service. Apprentices will also gain hands-on experience in specialised supervisory functions, including Food and Beverage, Bar, Housekeeping, Concierge, and Front Office supervision. This specialised training ensures they are equipped with the expertise to excel in specific areas of hospitality management, enabling them to handle the unique challenges and responsibilities of each role with confidence and professionalism.

Behaviours Apprentices will demonstrate behaviours such as professionalism, adaptability, and a proactive approach to problem-solving, ensuring they consistently deliver high-quality service and effectively lead their teams. **Typical Duties that an Apprentice will carry out in the workplace:**

- Supervising Staff: Overseeing the daily activities of team members, ensuring they adhere to service standards and perform their roles efficiently.
- Managing Shifts: Coordinating and managing shifts to ensure smooth operations and adequate staffing levels.
- Customer Service: Delivering exceptional customer service, handling complaints, and ensuring customer satisfaction.

WHERE WILL IT TAKE ME?

This Apprenticeship Standard opens doors to a variety of career paths within the dynamic hospitality industry. Graduates can progress to roles such as Front Office Manager, Food and Beverage Manager, Housekeeping Supervisor, or Event Coordinator. Apprentices can also progress to the Level 4 Hospitality Manager Apprenticeship Standard with Truro & Penwith College.

ENTRY REQUIREMENTS

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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