

L3 APPRENTICESHIP

HOSPITALITY SUPERVISOR

Overview

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

Entry requirements*

Must have supervisory responsibilities

Who is the course for?

This programme is designed for new or existing Front of House Managers, Head Housekeepers or those supervising reception, concierge, guest, barista, reservations, conference and banqueting services. It is suitable for virtually any Duty Supervisors and Managers working in a variety of hospitality establishments including national restaurants, hotels, cafes and pubs/pub chains.

Programme content

Description of specialist supervisory functions:

- **Food and beverage Supervisor:**
Food and Beverage supervisors maintain standards in a range of settings from pubs, clubs and bars, restaurants, cafés, conference centres, banqueting venues, hotels restaurants and contract caterers. Their work can involve coordinating a range of dining experiences and styles and adapting to the ever-increasing diversity in both food and beverage menus.
- **Bar Supervisor:**
Bar supervisors typically work in pubs, nightclubs, hotels, restaurants and resorts to oversee the effective running of the bar, ensuring customer satisfaction by maintaining an exceptional standard of delivery and professionalism whilst achieving profitability in line with budget. This role often comes with irregular hours and bar supervisors need to be able to be on their feet for extended periods of time.
- **Housekeeping supervisor:**
Housekeeping supervisors maintain the presentation of establishments such as hotel and other overnight accommodation including hostel, serviced apartments and conference venues. Supervisors in this role for example, coordinate the work of cleaners, laundry services and room attendants to ensure customers' experience is in line with the business standards.

KEY INFORMATION

Typical Duration:
15 months + 3 months EPA

Taught Days:
One day every month plus 4 industry visits/talks term time only

Delivery Location:
Truro
Penwith (Penzance)

Funding value:
£4,000

(£200 employer contribution if required)

→ **Concierge supervisor:**

Concierge supervisors maintain the porter service in hotels and serviced facilities, making sure that customer requirements including leisure activities, local knowledge, travel, parking and luggage storage are met. They also play a key role in protecting the security and safety of customers.

→ **Front office supervisor:**

Front office supervisors coordinate the reception function and, where relevant, reservations for example in hotels, holiday resorts and conference venues. Central to many operations, the front office supervisor is responsible for ensuring that customers' arrival, time at the establishment and departure is delivered according to an establishment standard and meets the customer expectations.

→ **Events supervisor:**

Events supervisors coordinate a variety of functions that take place at a venue, for example a business conference, convention, banquet or wedding. The role requires meticulous coordination to ensure, often multiple, event plans are fulfilled, and the customer has a positive experience.

→ **Hospitality outlet supervisor:**

Hospitality outlet supervisors support the manager in the day to day business operations of a retail outlet, such as quick service restaurants, branded coffee or sandwich shops. The role is often in a fast-paced environment with the focus on meeting customers' expectations of efficiency and consistency for both the products and service they receive.

Knowledge

- Understand own role in motivating the team to work according to the business 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 as a whole
- 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 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.
- 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.
- 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, 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.
- 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.
- 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
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- 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.

Behaviours

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

Hospitality 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

Gateway

The independent end assessment is synoptic, which means it takes an overview of the apprentices' competence. The end assessment should only commence once the employer is confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard which, as a best practice recommendation, could be clearly evidenced by the on-programme progression review meetings and records. The independent end assessment ensures that all apprentices consistently achieve the industry set professional standard for a hospitality supervisor. Prior to independent end assessment the English and maths components of the apprenticeship must be successfully completed. (Level 2 GCSE (C) or above in English and Maths).

End point assessment

- On demand test
- Practical Observation
- Business Project
- Professional Discussion

Contact information

For further information, please call our Business Relations Team on 01872 242711 or email apprenticeships@truro-penwith.ac.uk

* A guide to GCSE grading and Functional Skills

GCSE Grading	
New Grading Structure	Old Grading Structure
9	A*
8	
7	A
6	B
5	
4	C
3	D
2	E
1	F
	G
U	U

Functional Skills are equivalent to GCSE's, the table below shows the comparison

Entry Level 1	GCSE below G or Level 1
Level 1	GCSE D-G or level 1-3
Level 2	GCSE A* - C or level 4-9