



HOSPITALITY SUPERVISOR LEVEL 3

EMPLOYER COSTINGS

[www.craven-college.ac.uk/
apprenticeship-costings](http://www.craven-college.ac.uk/apprenticeship-costings)

START DATES

Roll on roll off

QUALIFICATION

Level 3 Apprenticeship Standard
Hospitality Supervisor

DURATION & ATTENDANCE

18 months - Day release

END ASSESSMENT

End Point Assessment
Observations

WAGES

[www.gov.uk/apprenticeships-
guide/pay-and-conditions](http://www.gov.uk/apprenticeships-guide/pay-and-conditions)

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.

Food & Beverage Supervisor | Bar Supervisor | Housekeeping Supervisor | Concierge Supervisor | Front Office Supervisor | Events Supervisor | Hospitality Outlet Supervisor

ENTRY REQUIREMENTS

- Ideally candidates will have 5 GCSEs grade 9-4 (A*-C) including English and Maths and worked with an operational role within the industry

CORE SKILLS & 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

Plus
• Specialist Area requirements

To find out more about this qualification please contact: Craven College Apprenticeships Team on: 01756 693 680 or email: apprenticeships@craven-college.ac.uk