

# Hospitality Supervisor

Level

3

Duration

Typically 12 - 18 months

**Levy Cost** £4,000

**Non-Levy Cost**  
Fully funded or 5% (£200)

## How can a Hospitality Supervisor apprentice benefit my business?

A Hospitality Supervisor will gain a wealth of knowledge, skills, and behaviours to support the business in various areas such as; team leading, staff development, execution of appraisals, disciplinaries, financial awareness, budgeting and keeping up to date with trends and customer expectations. They may also oversee compliance, management of policies and legislations, regular communication with staff via briefings and/or formal meetings, setting targets and business standards on a routine basis.

The apprenticeship will build a broad range of knowledge, skills and behaviours and elevate their attention to detail and awareness of how a business runs day to day. Apprentices will build confidence and ensure the customer has a positive experience in every aspect of the business.

## Who is the Hospitality Supervisor apprenticeship for?

The Hospitality Supervisor Apprenticeship is designed for those who have progressed from the Level 2 Hospitality team member apprenticeship, or who have a wealth of experience and wish to further their career.

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.

## What will it cost the business to take on an apprentice?

**Levy-paying employers** in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

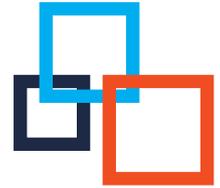
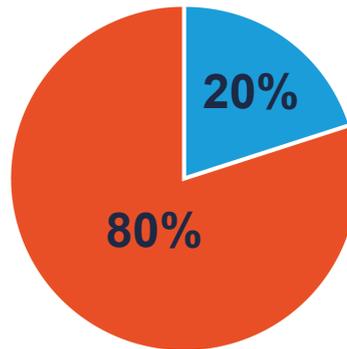
**Non-levy paying employers:** The government will fund between 95% - 100%\* of the cost of training an apprentice.

*\*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).*



## How is the '20% off-the-job' training delivered?

	Work-based Activity / Assessment
	Self Study



## Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

## End Point Assessment

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Hospitality Supervisor apprenticeship consists of:

- On demand test
- Practical observation
- Business project
- Professional discussion

## The Learner Journey

<b>Month 1</b>	Sign-up and induction	Skills scan • Developmental activities • Induction • Learning plan
<b>Months 2 - 6</b>	On programme	Knowledge building activities • Assessor visits to venue on monthly basis (setting monthly/weekly tasks) • Progress reviews
<b>Months 7-12</b>	On programme	Skill building activities • Work based tasks • Portfolio (recipe log) building • Progress reviews
<b>Months 13 - 16</b>	On programme	Further knowledge building activities • Assessor visits • Simulation of tasks • Observation of practice • Skill building activities • Work based tasks • Portfolio (recipe log) building • Progress reviews
<b>Months 16 - 18</b>	EPA	Work based assignment • Multiple choice knowledge test • Professional observation in the business • A Professional Discussion underpinned by a portfolio of evidence

## Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Degree in Hotel Management
- Manage a business in industry
- Develop and start own business