



Apprenticeship Standard in Hospitality Supervisor - H101

This apprenticeship is suitable for apprentices employed in the Hospitality Industry, supervising staff and activities within hospitality businesses including bars, cafes, conference centres, restaurants and hotels.

Specialist supervisory functions may include:

- Food and beverage supervisor
- Bar supervisor
- Housekeeping supervisor
- Event Supervisor
- Hospitality Outlet Supervisor

Delivery will take place both in the work place and on college premises

COURSE DETAILS

Apprentices will learn:

- customer service principles and practices - including building customer profiles, brand standards and creating customer centric cultures
- business principles and practices - including financial and risk management, operating procedures and sales and marketing
- leadership - including acting as a role model, leadership styles and supervisory management skills
- team management - including performance and resource management and motivating and supporting team members
- specialist bar, concierge, events, food and beverage, front office, hospitality outlet or housekeeping supervising skills

- health and safety standards, regulations and legislation within a hospitality environment

Apprentices will be required to complete an End Point Assessment and English and Maths at level 2 as part of this apprenticeship

ENTRY GUIDELINES

Apprentices must be in paid employment.

ASSESSMENT METHOD

Apprentices will be assessed through an end point assessment comprising of an on demand test, practical observation, business project and professional. Apprentices will also be required to complete English and Maths functional skills at level 2.

ADDITIONAL INFORMATION

Overall grading will be either pass or distinction.

WHERE CAN I PROGRESS TO?

This apprenticeship provides an ideal stepping stone into a management position within the hospitality industry.

Explore potential careers via [Career Match](#) — it provides current local data on wages and employment prospects.

WHEN DOES THIS COURSE RUN?

CAMPUS	STARTS	ATTENDANCE	COURSE CODE	PLANNED TIME TABLE
	31st Jul 2021	Flexible	H101N001	

Please contact Employer Services team on [0151 551 7610](tel:01515517610).

For advice and guidance, please contact Student Services via our [online enquiry form](#)

This information was current on 25th November, 2020 and may be subject to change.