

Apprenticeship Standard Hospitality Supervisor

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.

Duration: The apprenticeship will take a minimum 12 months to complete

Entry requirements: Apprentices will be required to have or achieve level 2 English and Maths.

On-programme assessment

On-programme reviews and records are important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for independent end assessment. The on-programme progression template is NOT a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment. A minimum of six meetings and completed records are recommended, to show ongoing competence across the entire standard, over a minimum of a twelve month period prior to starting the independent end assessment.

Work based projects

- 8 weekly performance reviews between trainer, apprentice and line manager.
- Development of a portfolio of evidence including reports, assignments, and evidence of tasks undertaken, demonstrations, presentations.
- Feedback from line manager, direct reports and peers including 180/360 degree feedback approaches.
- Recording by apprentice of progress against set targets and reviewed developing presentation skills.

Synoptic End Point Assessment

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end assessor as follows:

- 2 hour (including 30 minutes reading time) on demand multiple choice test this covers the core and relevant specialist function with scenario based questions. Externally set and marked automatically by the assessment organisation and undertaken either on the employer's premises or off-site.
- 4 hour observation of the apprentice in the working environment. Time may be split to cover preparation and service. Shows apprentice covering a range of tasks in their specialist function.
- Business project - Project to look at an opportunity/challenge/idea to make an improvement to the business. E.g. customer experience, reducing wastage. Research and write up within two months and then presented to employer and independent end assessor in formal 30 minute presentation with question and answer session.
- Professional discussion – 1.5 hour structured meeting, led by the independent end assessor, involving the apprentice and employer (e.g. line manager)

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Introduction to the hospitality industry	
Industry knowledge: All hospitality team members must have the following introductory knowledge:	
<ul style="list-style-type: none"> • Understand what hospitality means; the culture of the industry and why delivering a customer experience to meet and exceed customer's expectations is so important to hospitality businesses. • Appreciate the importance of hospitality behaviours such as personal conduct, being adaptable, using initiative and communicating with a diverse range of people. • Know the range of businesses and establishments that make up the hospitality industry, their differences and similarities and the variety of job roles and progression opportunities that are available. 	
Core hospitality: All hospitality supervisors must have the following core hospitality knowledge, skills and behaviours	
Knowledge and Understanding (Know it)	
Customer	<p>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.</p> <p>Understand how to work with hospitality team members to achieve targets and support business objectives.</p> <p>Understand the requirements of the product and brand standards of the business.</p>
Business	<p>Understand own role in motivating the team to work according to the business vision and values and to achieve business targets, always focusing on the importance of providing the best service for customers.</p> <p>Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work.</p> <p>Understand how own business area interacts with others and the organisation as a whole</p> <p>Know the standard business operating procedures.</p> <p>Understand how to identify, plan for and minimise risks to the business and service</p> <p>Understand how a variety of technologies support the delivery of hospitality products and services.</p> <p>Understand legislative requirements, their implications and applications in hospitality businesses.</p>
People	<p>Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand.</p> <p>Understand how to work with hospitality team members to achieve targets and support business objectives.</p> <p>Know how to select the best methods of communication to motivate and support team members in a hospitality environment.</p> <p>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.</p>
Leadership	<p>Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses.</p> <p>Understand how to work fairly with individuals that have diverse needs.</p>
Skills (Show it)	
Customer	<p>Coordinate the team to deliver to customers according to their needs in line with business / brand standards, enhancing their experience where appropriate.</p> <p>Set realistic but challenging objectives with the team and work continuously to accomplish the best results.</p> <p>Actively promote the brand and product; and consistently maintain the highest standards.</p>

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Business	<p>Contribute to and monitor operational procedures, working practices and team performance and make recommendations for business improvements.</p> <p>Operate within budget, exercising strict resource control and minimising wastage, using appropriate techniques to manage and control costs.</p> <p>Supervise the delivery of a quality service that supports the department in achieving overall business objectives.</p> <p>Monitor the team to ensure they follow processes and procedures in line with business / brand standards at all times.</p> <p>Identify and isolate matters of concern, establish the cause and intervene accordingly to minimise disruption to the service and risk to people.</p> <p>Use available technology effectively in all work activities and performance.</p> <p>Monitor and ensure compliance to legislative requirements in all work activities.</p>
People	<p>Plan, resource and organise the team to meet expected levels of customer demand within business constraints.</p> <p>Set realistic but challenging objectives with the team and work continuously to accomplish the best results.</p> <p>Demonstrate effective methods of communication that achieve the desired results, taking action to correct poor communication within the team.</p> <p>Actively support team members to maximise potential in their role and identify opportunities for development.</p>
Leadership	<p>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.</p>
Behaviours (Live it)	
Customer	<p>Proactively encourage a customer centric culture.</p> <p>Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach.</p> <p>Demonstrate a belief in the brand and product the business offers.</p>
Business	<p>Demonstrate a personal drive to achieve the business values, vision and objectives</p> <p>Operate astutely and credibly on all matters that affect business finance.</p> <p>Operate with a quality focus to achieve the best for the business.</p> <p>Positively support the benefits of working within standard business operating procedures</p> <p>Be solution focused and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome.</p> <p>Champion the responsible use of technology.</p> <p>Advocate and adhere to the importance of working safely and legally in the best interest of all people.</p>
People	<p>Contribute to the review process, being aware of the individual needs of the team.</p> <p>Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach.</p> <p>Strive to continuously improve the effectiveness of personal communications.</p> <p>Encourage team members to see the importance of their role within the wider business and opportunities for development.</p>
Leadership	<p>Lead by example to maximise performance</p> <p>Act as a role model operating in an empathic, fair and consistent professional manner</p>

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Hospitality specialist: Hospitality team members must select from one of the following specialist functions

Concierge Supervisor	
Knowledge and Understanding (Know it)	Know how to collect and keep up to date information on local services and know how to communicate these to customers in a way they are understood e.g. places of interest, travel options, places to eat and drink. Identify how to maintain secure storage systems for customers and recognises their importance to upholding customer confidence and business reputation. Identify the porter and parking / valet and transport services offered by the business and know how to communicate relevant available options clearly to customers.
Skills (Show it)	Maintain information on expected customer requirements including local services and travel options. Efficiently source information not readily available when needed, regularly review sources and develop effective networks. Maintain a secure system for the storage of customers' luggage and other personal items. Coordinate the porter service and parking / valet and transport services offered by the business.
Behaviours (Live it)	Actively keep knowledge up to date to be able to give customers useful and up to date information which enhances their stay.
Front Office Supervisor	
Knowledge and Understanding (Know it)	Understand how to implement, and the importance of, check-in, check-out and reservation procedures to ensure they are efficient and reliable for customers. Identify the standards of personal presentation, recognise their importance to positive customer first impression and know how to ensure team uphold them. Know how to source information, keep up to date with and brief team on customer requirements; understand how to implement and the importance of procedures to maintain customer confidentiality in line with legislation and business requirements.
Skills (Show it)	Coordinate efficient check-in, check-out and the reservation procedures if applicable in own role. Motivate the team to present a professional image at all times as the first point of call for most customers. Coordinate customer requirements, providing accurate information and maintaining customer confidentiality at all times.
Behaviours	Demonstrate consistently high standards of personal presentation
Events Supervisor	
Knowledge and Understanding (Know it)	Identify the information required and know how to source, evaluate and use it to plan events which meet customer and business requirements. Understand how to develop and implement an event agreement to meet customer needs during the event. Understand the budget requirements for the event and know how to ensure these are adhered to and accurate records kept.
Skills (Show it)	Support event planning and coordinate events in line with customer requirements, communicating appropriately with a variety of organisations such as suppliers and exhibitors. Act as the main point of contact for customers during the event to ensure their requirements are met according to the event agreement. Maintain a record of expenses and adhere to the budget set by the customer.
Behaviours (Live it)	Is highly organised and proactive, anticipating and solving problems quickly to ensure stakeholder satisfaction.

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<i>Hospitality Outlet Supervisor</i>	
Knowledge and Understanding (Know it)	Identify the correct levels of stock and consumable items to ensure sufficient for customer demand. Understand the importance of opening, monitoring and closing procedures to the efficient running of the outlet. Understand how to maintain effective displays and recognises their importance on sales and brand / business reputation.
Skills (Show it)	Coordinate operations to ensure equipment and display areas are stocked and presentable Open, monitor and close the outlet following business procedures. Maintain the brand and business standard at all times, identifying possible areas for improvement.
Behaviours (Live it)	Demonstrate commercial awareness

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