

HOSPITALITY SUPERVISOR APPRENTICESHIP

STANDARD LEVEL 3: BAR

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.

TRAINING BENEFITS

On completion of this 12 month standard, apprentices will demonstrate how they are capable of independently supervising and motivating a team working under pressure delivering excellent customer service in a hospitality environment. The apprenticeship standards "knowledge, skills and behaviours" are developed over the course of the programme via scheduled learning interventions with employer mentors and Lifetime regional trainers. Learning activities and coaching sessions are aligned to support the learner to learn, practice and prepare for End Point Assessment.

WHAT'S COVERED?

- **Business:** Apprentices understand their own role in motivating the team to work according to the business vision and values to achieve business targets. They will need to understand the financial operations of the hospitality businesses and know how to source and use financial information relating to their own area of work and can operate within budget, exercising strict resource control and minimising wastage, using appropriate techniques to manage and control costs. Understanding the legislative requirements, their implication and applications in the hospitality businesses.
- **People:** Apprentices understand how to effectively organise and coordinate a team to provide the required levels of service to meet customer demand. Set realistic but challenging objectives with the team and work continuously to accomplish the best results. Proactively encourage and monitor the development of team members. Identify procedures for disciplinary or grievance actions according to business policy.
- **Communication:** Apprentices know how to select the best methods of communication to motivate and support team members in a hospitality environment. Understand ways in which teams work together, interact and provide support to each other to meet business objectives. Communicate a vision that inspires enthusiasm and commitment to the team.
- **Customer:** Apprentices understand the importance of customer profiles, how to build them and how this enables the business to meet their needs and profitably in line with business and brand standards. Implement sales and marketing strategies in their own area, ensuring the team are fully supported to deliver them. Use own initiative to make recommendations to improve customer experience.

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WHAT'S COVERED?

- **Technology:** Apprentices will understand how to use available technology effectively in all work activities and performance, to support the delivery of hospitality products and services. They will encourage the learning of technologies among the team and develop a culture of embracing the new technologies where available.
- **Leadership & Management Styles:** Apprentices know the different theories, models and different leadership styles and how to select and successfully apply these to different people and situations. They will understand the effect that different leadership styles and supervisory management skills can have on the team, business area, and organisation. Understand diverse cultures, abilities and backgrounds and know what demographics of customers, staff and the local area mean in relation to business products and services.

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.

They will be able to coordinate an effective bar service, ensuring li-censing laws are adhered to at all times, taking a responsible approach to selling licensed products and recognise the importance of monitoring cellar and beverage storage procedures to optimise beverage quality in line with business requirements. They will know how to monitor stock rotation and levels of demand to ensure sufficient stocks are available for service. They will understand how to keep bar operations running smoothly, identifying where potential conflict could occur, and ensuring that customer issues are dealt with and potential conflict minimised in accordance with the law.

ASSESSMENT PRACTICE

Regular evaluation sessions with managers and trainers will allow apprentices to practice end assessment activities such as practical observations, Q&A sessions, reviewing the apprentice's portfolio of evidence and a series of professional discussions. To prepare for a final end point assessment apprentices will be asked to complete a number of activities in-between visits to build confidence and competence in the knowledge, skills and behaviours areas.



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END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer and Regional Trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The Hospitality Supervisor Apprenticeship Level 3 End Point Assessment will include the following types of assessment:

- Multiple Choice Questions
- Practical observation
- Professional discussion
- Business project

HOW MUCH THIS STANDARD COSTS

£3,900 (inc. End Point Assessment)

** This is the standard price, volume discounts will be considered*



GET IN TOUCH

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