

Why Work as a... Hospitality Supervisor

A solution for your training needs and career progression

ROLE 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, are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team. There are 7 specific routes available.

KEY POINTS

- **Level:** 3
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** This apprenticeship provides an ideal opportunity to progress into a management role

KNOWLEDGE REQUIREMENTS



- Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work
- Understand how to work with hospitality team members to achieve targets and support business objectives
- 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
- Understand how to work fairly with individuals that have diverse needs
- Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand

SKILL REQUIREMENTS



- Supervise the delivery of a quality service that supports the department in achieving overall business objectives
- Plan, resource and organise the team to meet expected levels of customer demand within business constraints
- Implement sales and marketing strategies in own area, ensuring team are fully supported to deliver them. Make suggestions for future sales and marketing activities within area of
- Use leadership styles and supervisory management skills appropriate to the business and situation
- Set realistic but challenging objectives with the team and work continuously to accomplish the best results

BEHAVIOUR REQUIREMENTS



- Champion the responsible use of technology
- Strive to continuously improve the effectiveness of personal communications
- Demonstrate a belief in the brand and product the business
- Lead by example to maximise performance

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