



# Why Work as a... Hospitality Manager

A solution for your training needs and career progression

## ROLE OVERVIEW

Hospitality managers have a high level of responsibility and are accountable for fulfilling the business vision and objectives which requires excellent business, people and customer relation skills. Individuals in this role are highly motivated team leaders that combine a talent for management and specific industry skills and thrive on the customer facing nature of the role.

### KEY POINTS

- **Level:** 4
- **Duration:** 18 months + End Point Assessment
- **Pathways available:** Food and Beverage, House Keeping, Front Office, Revenue, Conference and Events, Hospitality Outlet, Kitchen, Multi-Functional
- **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 an Operations or Departmental Manager

## KNOWLEDGE REQUIREMENTS



- Understand how to use relevant operating models to help achieve the business vision and objectives of hospitality businesses and how these are used in own area of business
- Know how to identify potential risks to people and the business and how to plan for and minimise the impact
- Know and understand how to consistently communicate and engage with people and teams
- Understand the impact of service failure on hospitality businesses and identify how to develop and implement successful service recovery strategies
- Understand the management and leadership styles and skills required in a hospitality business environment

## SKILL REQUIREMENTS



- Develop and effectively communicate own plans and strategy to management team in order to harmoniously work towards achieving business objectives
- Demonstrate effective methods of communication and leadership that achieve the desired results, providing support and coaching to team members to maximise their performance
- Maximise the impact of marketing strategies, evaluate and act on feedback
- Use a wide range of management and leadership skills appropriate to the business to motivate and inspire others
- Actively seek, analyse and evaluate customer feedback and take appropriate action to improve quality of service and customer experience

## BEHAVIOUR REQUIREMENTS



- Make decisions based on a sound analysis and judgement of available management information
- Empower team members whilst providing adequate support to aid their decision making
- Drive a strong cultural belief in the brand and product / service
- Pioneer business decisions and promote a positive attitude to change

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