



## Hospitality Supervisor

### Course Overview

- ◆ This apprenticeship programme includes learning about the role of a hospitality supervisor who can work in a range of establishments such as bars, restaurants, cafes, hotels, and catering venues.
- ◆ The apprentice will develop the skills and knowledge required for the role through providing support to management teams, as well as being capable of independently supervising hospitality services and running shifts to support teams across the business.
- ◆ They will learn to work under pressure whilst delivering fantastic customer service, ensuring that they keep their team motivated. The supervisor will undertake tasks the same as their team, but specialise in specific functions or work across a variety of functions which reflect on the multi-skilled nature of the industry.
- ◆ Students will expand their hospitality skills by recognising customer needs, knowing how to match the customer needs to products and services, and work as part of a team to ensure all customers are welcomed and looked after.
- ◆ Some of the core competencies the apprentice will learn include: understanding how business areas interact with others and the organisation as a whole, monitoring the team to ensure they follow processes and procedures in line with business / brand standards at all times, understanding how to identify, plan for and minimise risks to the business and service, and using available technology effectively in all work activities and performance.

## Who is it aimed at?

It's open to all ages - not just school or college leavers, employed adults are eligible too. The course is for anyone interested in the following job roles:

- ◆ Food and Beverage Supervisor
- ◆ Bar Supervisor
- ◆ Events Supervisor
- ◆ Concierge Supervisor

These roles will vary between hospitality departments of various small, medium and large organisations.

## Duration

- ◆ This apprenticeship takes approximately 12 months for the apprentice to fully complete.

## How is this apprenticeship delivered?

- ◆ As part of this apprenticeship programme, the apprentice will spend four days in the workplace and one day at college where they will undertake classroom training, portfolio building and will perform practical related projects.

## Entry requirements

- ◆ Employers set their own entry specification but the apprentice will complete Maths and English functional skills if they did not achieve GCSE grade 4 or above.

## Off-the-job funding rule

- ◆ The funding rules state that 20% of the apprentice's time must be spent completing off-the-job training, this may include different activities and is measured over the course of the apprenticeship.
- ◆ Apprentices will be required to undertake the equivalent of a day's training to meet this funding rule. This could be either attending BCoT, shadowing another department/role, online learning, or manufacturer training and will be fully documented in their portfolio.

## Progression opportunities

- ◆ Upon completion of the apprenticeship, with the transferable skills gained, the apprentice can progress further and apply their knowledge within various hospitality management roles across many sectors.
- ◆ The apprentice may also progress their training further and undertake relevant qualifications related to their role in the workplace.

## Did you know?

- ◆ An apprentice can be a new or existing employee.
- ◆ Apprenticeships are open to anyone living in England over the age of 16 and not in full-time education.
- ◆ Apprenticeship programmes can go up to degree level.
- ◆ BCoT is one of the largest providers of apprenticeships in the region. We work with large and small employers across all industry sectors.
- ◆ BCoT is in the top 30% of colleges nationally for timely achievement of apprenticeships for all ages and levels - National Achievement Rate Tables 2017/18.

## Get in touch

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