

HOSPITALITY SUPERVISOR L3 FACTSHEET 1

Hospitality Supervisor L3

Customer services, catering and hospitality skills can take you all round the world and there are no limits to the level of progression you can make within these sectors.

In your role as Hospitality Supervisor Apprentice, you could work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. Successful candidates work independently, supervising hospitality services and running shifts. Delivering fantastic customer service and motivating a team is essential to this role.

Time management, communication skills, customer service and team work are attributes and skills highly desired by employers.



NEWHAM
COLLEGE
LONDON



Apprenticeships

HOSPITALITY SUPERVISOR L3

FACTSHEET 2

Elements of this Standard

- Level 3 Hospitality Supervisor Standard
- Functional skills Level 2: English and Mathematics

What apprentices will learn

- Customer service principles and practices - including building customer profiles, brand standards and creating customer centric cultures
- Business principles and practices - including financial and risk management, operating procedures and sales and marketing
- Leadership - including acting as a role model, leadership styles and supervisory management skills
- Team management - including performance and resource management and motivating and supporting team members
- Specialist bar, concierge, events, food and beverage, front office, hospitality outlet or housekeeping supervising skills
- Health and safety standards, regulations and legislation within a hospitality environment

Entry Requirements:

- Set by the employer
- Progression from level 2 or an equivalent qual, or relevant industry experience
- GCSE Grades A-C/9-4 in English and Maths, or capability to achieve FS L2

Desired Skills and Attributes:

- Strong organisational and communication skills
- Showing initiative and an eye for detail

- Team work and the ability to prioritise
- Punctual, reliable and enthusiastic

Progression:

Successful completion of this Standard could lead to a Higher Apprenticeship or take you through Hospitality Management career path

Example job roles:

- Event Supervisor
- Office/ Shift Supervisor
- Housekeeping Supervisor
- Bar/Hospitality Supervisor

Delivery model and duration:

- 18 months
- Off the job training delivered one day a week at the college through a blend of high quality targeted workshops and online materials
- On the job training at the workplace will support to build a portfolio and ensure the skills, knowledge and behaviours are applied in the workplace
- Additional workshops for English, Maths and ICT if needed

Application process

- Applications for vacancies are completed via the apprenticeship vacancy section of the Newham College website.
- All applicants are assessed at interview, reviewing prior qualifications and experience for suitability of the role