

Hospitality Manager: Level 4



Overview

Hospitality managers work across a huge variety of organisations including bars, restaurants, conference centres and hotels. These managers generally specialise in one area and they have a high level of responsibility and a passion for exceeding the customers' expectations. Accountable for fulfilling the business vision, 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.

This Level 4 course can be achieved in as little as 12 months.

Specialist Management Functions

- Food and Beverage Manager - Manages the delivery of business standards in a range of settings
- Revenue Manager - Devises and implements strategies that aim to optimise revenue across the business
- House Keeping Manager - Manages the delivery of business standards for the presentation of establishments making sure they are clean, fresh and tidy in public areas and in guest accommodation
- Kitchen Manager - Also can be Head Chef, takes responsibility for the delivery of consistent levels of food preparation, cooking and service, typically in high volume and often fast paced or complex production catering kitchens
- Front Office Manager - Manages the delivery of business standards for reception function and, where relevant, night teams and porters
- Hospitality Outlet Manager - Manages the operations of a hospitality retail outlet. Fast paced with a focus on meeting customers expectations of efficiency and consistency for both the products and service they receive
- Conference & Event Manager - Manages the delivery of functions. The role requires meticulous coordination liaising with multiple departments to meet a variety of customer needs and expectations
- Multi-Functional Manager - In some organisations a hospitality covers a range of different operational functions, applying their skills, knowledge and behaviours in different contexts. These managers have substantial accountability and responsibility for meeting clear management objectives.

Behaviours

Hospitality Managers must have prior knowledge and skills in: Business, Communications, Customers, and Leadership.

Hospitality Managers will select one of the specialty functions to demonstrate technical skill and expertise.



Developing U

12 James Way
Bletchley
Milton Keynes
MK1 1SU
Tel 01908 366258
info@devu.co.uk
www.developingu.org.uk

**For further information about the Apprenticeships we offer
call our team on 01908 366258 or email info@devu.co.uk**