

Hospitality Supervisor: Level 3



Overview

Supervising staff and activities within hospitality businesses including bars, cafes, conference centres, restaurants and hotels Hospitality Supervisors provide vital support to management teams and are capable of independently supervising hospitality and services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same but supervisors may specialise in specific functions or work across a variety of functions which reflect the multifunctional nature of the industry.

This Level 3 course can be achieved in 12 months.

Specialist Supervisory Functions

- Food and Beverage Supervisor - Coordinating a range of dining experiences and styles, and adapting to the ever increasing diversity in both food and beverage menus
- Bar Supervisor - Overseeing the effective running of a bar, ensuring customer satisfaction by maintaining an exceptional standard of delivery and professionalism whilst maintaining a budget
- House Keeping Supervisor - Maintain the presentation of an establishment by coordinating the work of cleaners, laundry services and room attendants
- Concierge Supervisor - Playing a key role in the safety and security of customers, they maintain the porter services within an establishment
- Front Office Supervisor - Coordinating reception and central to many operations, they are responsible for ensuring arrival and departure times are met
- Hospitality Outlet Supervisor - Supporting the manager in the day to day business operation of a retail outlet the role is fast paced with the focus on meeting customers' expectations of efficiency in the products they receive
- Event Supervisor - This role requires meticulous coordination to ensure, often multiple, event plans are fulfilled and the customer has a positive experience

Behaviours

Hospitality Supervisors will learn and develop the following skills;

- Business
- Communication
- Customers
- Leadership



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