

Hospitality Supervisor

Level 3



Overview:

The Level 3 Hospitality Supervisor Apprenticeship is designed for individuals working in supervisory roles within the hospitality sector. Apprentices will develop the skills, knowledge, and behaviours required to lead teams effectively, deliver excellent customer service, and drive business performance across a range of hospitality environments, including restaurants, hotels, bars, and catering services.


Supervisors will learn to manage staff, coordinate operations, and ensure compliance with health, safety, and legal standards. The programme covers key areas such as leadership, financial performance, customer service, and business operations.


Upon completion, apprentices will be well-equipped to take on more senior roles and contribute to the success of their organisation.

What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skill competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.


Key information:

 Level: **Level 3**

 Recommended duration: **13 months**

 Format / Delivery: **Blended learning model**

 Funding band: **£4,000**

 Contextualisation available: **Yes**

Functional skills
Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

Relevant to:
Restaurant Supervisor, Bar Supervisor, Front Office Supervisor, Housekeeping Supervisor, Events Supervisor, Catering Supervisor, Conference and Banqueting Supervisor, Food and Beverage Supervisor, Guest Services Supervisor, Hospitality Team Leader



What is included in the Standard:

| Knowledge | Skills & Practical Application | Behaviours |
|---|---|---|
| <ul style="list-style-type: none"> • Understand own role in motivating the team to work according to the business vision and values and to achieve business targets, always focussing on the importance of providing the best service for customers • Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work • Understand how own business area interacts with others and the organisation as a whole • Know the standard business operating procedures • Understand how to identify, plan for and minimise risks to the business and service • Understand how a variety of technologies support the delivery of hospitality products and services • Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand • Understand how to work with hospitality team members to achieve targets and support business objectives • Know how to select the best methods of communication to motivate and support team members in a hospitality environment • Identify the knowledge and skills required of hospitality teams; know how own team fits within the wider business and how to maximise team members' potential to drive the best results for the business • Understand the importance of customer profiles, how to build them and understand how this enables the business to meet their needs profitably and in line with business / brand standards • Know the marketing and sales activities of the business and how to support them to achieve the desired outcome • Understand the requirements of the product and brand standards of the business • Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses • Understand how to work fairly with individuals that have diverse needs | <ul style="list-style-type: none"> • Contribute to and monitor operational procedures, working practices and team performance and make recommendations for business improvements • Operate within budget, exercising strict resource control and minimising wastage, using appropriate techniques to manage and control costs • Supervise the delivery of a quality service that supports the department in achieving overall business objectives • Monitor the team to ensure they follow processes and procedures in line with business / brand standards at all times • Identify and isolate matters of concern, establish the cause and intervene accordingly to minimise disruption to the service and risk to people • Use available technology effectively in all work activities and performance • Plan, resource and organise the team to meet expected levels of customer demand within business constraints • Set realistic but challenging objectives with the team and work continuously to accomplish the best results • Demonstrate effective methods of communication that achieve the desired results, taking action to correct poor communication within the team • Actively support team members to maximise potential in their role and identify opportunities for development • Coordinate the team to deliver to customers according to their needs in line with business / brand standards, enhancing their experience where appropriate • Implement sales and marketing strategies in own area, ensuring team are fully supported to deliver them. Make suggestions for future sales and marketing activities within area of responsibility • Implement sales and marketing strategies in own area, ensuring team are fully supported to deliver them. Make suggestions for future sales and marketing activities within area of responsibility • Use leadership styles and supervisory management skills appropriate to the business and situation • Ensure team members are aware of and follow policy relating to diversity | <ul style="list-style-type: none"> • Demonstrate a personal drive to achieve the business values, vision and objectives • Operate astutely and credibly on all matters that affect business finance • Operate with a quality focus to achieve the best for the business • Positively support the benefits of working within standard business operating procedures • Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome • Champion the responsible use of technology • Contribute to the review process, being aware of the individual needs of the team • Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach • Strive to continuously improve the effectiveness of personal communications • Encourage team members to see the importance of their role within the wider business and opportunities for development • Proactively encourage a customer centric culture |



Typical learner journey:

| | | | |
|---|---|---|--|
|  | <p>1. Enquiry / Consultation Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.</p> |  | <p>5. Learning journey commences With enrolment and induction completed, learners start their learning journey by engaging with regular session, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.</p> |
|  | <p>2. Programme Introduction Learners are invited along with their line managers to an introduction. This session provides a full programme overview, opportunity for Q&A and agreement of next steps.</p> |  | <p>6. EPA Prep and Gateway Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the Standard.</p> |
|  | <p>3. Onboarding / Enrolment Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic.</p> |  | <p>7. End Point Assessment The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.</p> |
|  | <p>4. Induction Learners participate in a comprehensive induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).</p> |  | <p>8. Achievement / Progression Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.</p> |

End Point Assessment:

The End Point Assessment consists of three elements, all of which may be completed online:

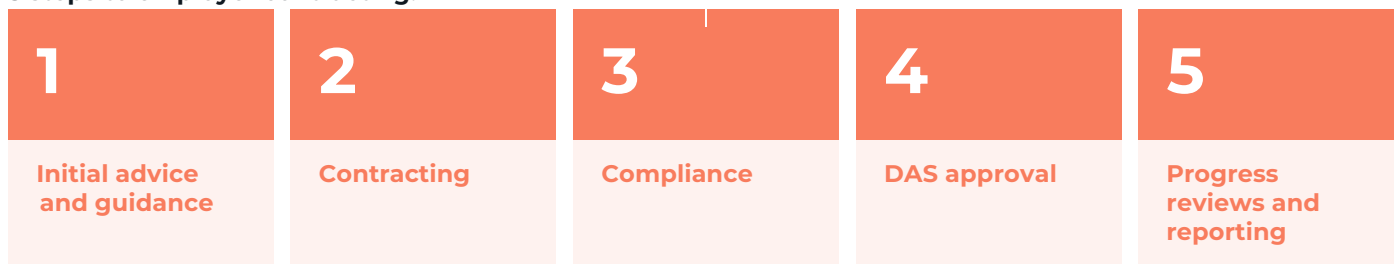
| Assessment method | Areas assessed | Weighting |
|--|---------------------------------|---|
| Multiple-choice test | Knowledge | All assessment methods are weighted equally in their contribution to the overall EPA grade. |
| Workplace observation | Knowledge / Skills / Behaviours | |
| Business project + Professional discussion | Knowledge / Skills / Behaviours | |



Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard in the Digital Apprenticeship Service.

5 steps to employer contracting:



Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.

Contract for services issued online for review and electronic signature..

Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.

Agreeing learners to enrol and approval on the Digital Apprenticeship Service.



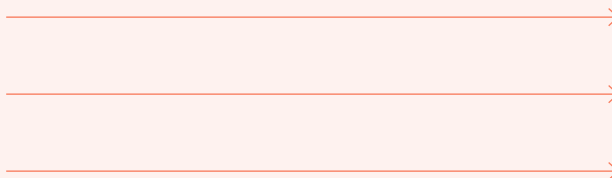
Employers will be invited to attend progress reviews and receive updates throughout their Apprentices journey.

Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.

Operations Manager

Level 5



What our learners have to say:



It is so great to see the value that our carefully designed/planned talent programmes have on the business, when the individuals apply the earning in their day-to-day roles.

Sophie- Employer



Thank you so much for all your help and support. I hope I get the chance to do more apprenticeships with Linden in future.

Carmen



Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **lindenmanagement.org.uk**

