

# Apprenticeships

## Hospitality Supervisor

### Level 3 Standard

Apprenticeship Code: STO230  
Sector: Catering

#### Length of Delivery

Up to 12 months.

#### Entry Requirements

Apprentices without Level 2 English and Maths (GCSEs at Grade C/4 or higher) will need to achieve these prior to taking the End Point Assessment. Employers can set their own entry requirements; however, learners must be of the right calibre and committed to achieve all components of their apprenticeships.

#### About the Role

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality 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 multi-functional nature of the industry.

Specialist supervisory roles include : Food and beverage Supervisor, Bar supervisor, Housekeeping supervisor, Concierge supervisor, Front office supervisor, Events supervisor and Hospitality outlet supervisor.

#### What Apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this, and it must take place in the apprentice's contracted hours.

All Apprentices will demonstrate the following Knowledge, Skills and Behaviours:

#### Knowledge:

- Team Performance
- Managing costs and controls
- Plan, resource and organise the team
- Set realistic but challenging objectives with the team
- Implement sales and marketing strategies
- leadership styles and supervisory management skills

#### Skills:

- Business
- People
- Customers
- Leadership

#### Behaviours:

- Personal drive
- Operate astutely and credibly on all matters that affect business finance
- Operate with a quality focus to achieve the best for the business
- Calm under pressure
- Strive to continuously improve the effectiveness of personal communications

## End Point Assessment (EPA): how apprentices achieve their qualification

When the apprentice reaches the end of the On-Programme Assessment stage, they pass through “Gateway” to the End Point Assessment (EPA). The end point assessment comprises of a range of assessment methods, including - Knowledge test, observation, business project, professional discussion.

Before you can book end point assessment, Lakes College and the employer will sign off that the apprentice will be ready for EPA by a gateway assessment.

- Where an apprentice has not already achieved Level 2 English and Maths (GCSE C/4 or above), they must do so before taking the end-point assessment.

## Progression Opportunities

Management standards.

Progression from this apprenticeship could be into a hospitality management position.

## Next Stage

- If you are an employer please contact our Business Accounts Management lead via [team-sales@lcbc.ac.uk](mailto:team-sales@lcbc.ac.uk), whom will arrange an appointment to support your recruitment needs.
- If you are an applicant please either:  
Go to our website [www.lcbc.ac.uk](http://www.lcbc.ac.uk) and apply  
or contact our admissions team **01946 839300**  
or email [admissions@lcbc.ac.uk](mailto:admissions@lcbc.ac.uk)

  
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