



# HOSPITALITY SUPERVISOR LEVEL 3

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.

## WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

**TOTAL DURATION: 17 MONTHS**

**PRACTICAL PERIOD: 15 MONTHS**

**EPA PERIOD: 2 MONTHS**

**EPA ORGANISATION: PEOPLE 1ST INTERNATIONAL**

**ASSESSMENT METHOD: ON DEMAND TEST, PRACTICAL OBSERVATION, BUSINESS PROJECT, PROFESSIONAL DISCUSSION**

## KNOWLEDGE, SKILLS AND BEHAVIOURS THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- Astute and credible on matters effecting business and finance.
- Identify and Isolate matters of concern.
- Use technology effectively
- Advocate for working safely and legally.
- Positive and professional approach.
- Understand financial operations for hospitality business.
- Understand how to effectively organise and coordinate a team.
- Operate within a budget, exercising strict resource control.
- Supervise the delivery of a quality service.



Department  
for Education





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## KNOWLEDGE

- Understand own role in motivating a team.
- Understand financial operations for hospitality business.
- Know standard business operating procedures.
- Understand technology.
- Understand how to effectively organise and coordinate a team.
- Know communication methods.
- Understand importance of customer profiles.
- Understand equality.
- Understand leadership styles.

## SKILLS

- Contribute to working practices.
- Operate within a budget, exercising strict resource control.
- Supervise the delivery of a quality service.
- Identify and Isolate matters of concern.
- Use technology effectively.
- Plan, resource and organise the team.
- Implement sales strategies.
- Ensure menus are up to date.
- Actively promote the brand.
- Leading a team.

## BEHAVIOURS

- Personal drive.
- Astute and credible on matters effecting business and finance.
- Quality focus.
- Solution focused.
- Championing use of technology.
- Advocate for working safely and legally.
- Positive and professional approach.
- Proactively supporting sales.
- Demonstrate belief in brand.
- Lead by example

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