



DEL TIC

Apprenticeships

Hospitality Supervisor Apprenticeship



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, so the ability to think on their feet is important. They typically work well under pressure delivering top-class customer service, and the ability to motivate a team is essential to their role.

The core set of supervisors' skills and knowledge are the same regardless of the setting, with the Deltic Group, you will be working towards the Bar Supervisor specialism.

Entry

To confirm eligibility and get more information about this, please speak to your line manager or e-mail: training@delticgroup.co.uk

Duration

The minimum duration for this apprenticeship is 12 months.

Progression

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

Level

This apprenticeship standard is set at level 3.

Functional Skills

If the employee does not have maths and English GCSE passes at grade C or above, they will need to pass maths and English Functional Skills level 2 during their Apprenticeship.

End Assessment

To achieve this apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is ready and competent to undertake the independent end assessment.

HIT Professional Trainers

Each apprentice will be assigned a designated Trainer by HIT who will visit them and their line manager bi-monthly at their workplace throughout the apprenticeship. On alternate months, the HIT Trainer will be in contact with the apprentice to coach, mentor and discuss progress. Each candidate will have an individual learning plan created to incorporate Deltic and HIT directed training.

For more information contact us at:
training@delticgroup.co.uk

In partnership with:



DESCRIPTION OF SPECIALIST SUPERVISORY FUNCTIONS

| | |
|-----------------------|--|
| Bar supervisor | Bar supervisors typically work in pubs, nightclubs, hotels, restaurants and resorts to oversee the effective running of the bar, ensuring customer satisfaction by maintaining an exceptional standard of delivery and professionalism whilst achieving profitability in line with budget. This role often comes with irregular hours and bar supervisors need to be able to be on their feet for extended periods of time |
|-----------------------|--|

CORE All hospitality supervisors must have all of the following generic skills, knowledge and behaviour

| | Knowledge and Understanding (Know it) | Skills (Show it) | Behaviours (Live it) |
|--|--|---|--|
| Business | 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 | Contribute to and monitor operational procedures, working practices and team performance and make recommendations for business improvements | Demonstrate a personal drive to achieve the business values, vision and objectives |
| | Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work | Operate within budget, exercising strict resource control and minimising wastage, using appropriate techniques to manage and control costs | Operate astutely and credibly on all matters that affect business finance |
| | Understand how own business area interacts with others and the organisation as a whole | Supervise the delivery of a quality service that supports the department in achieving overall business objectives | Operate with a quality focus to achieve the best for the business |
| | Know the standard business operating procedures | Monitor the team to ensure they follow processes and procedures in line with business / brand standards at all times | Positively support the benefits of working within standard business operating procedures |
| | Understand how to identify, plan for and minimise risks to the business and service | Identify and isolate matters of concern, establish the cause and intervene accordingly to minimise disruption to the service and risk to people | Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome |
| | Understand how a variety of technologies support the delivery of hospitality products and services | Use available technology effectively in all work activities and performance | Champion the responsible use of technology |
| | Understand legislative requirements, their implications and applications in hospitality businesses | Monitor and ensure compliance to legislative requirements in all work activities | Advocate and adhere to the importance of working safely and legally in the best interest of all people |
| | Customers | 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 | Coordinate the team to deliver to customers according to their needs in line with business / brand standards, enhancing their experience where appropriate |
| Know the marketing and sales activities of the business and how to support them to achieve the desired outcome | | 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 | Be proactive in supporting sales and marketing activities |
| Understand the requirements of the product and brand standards of the business | | Actively promote the brand and product; and consistently maintain the highest standards | Demonstrate a belief in the brand and product the business offers |

CORE All hospitality supervisors must have all of the following generic skills, knowledge and behaviour

| | Knowledge and Understanding (Know it) | Skills (Show it) | Behaviours (Live it) |
|-------------------|--|--|--|
| People | Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand | Plan, resource and organise the team to meet expected levels of customer demand within business constraints | Contribute to the review process, being aware of the individual needs of the team |
| | Understand how to work with hospitality team members to achieve targets and support business objectives | Set realistic but challenging objectives with the team and work continuously to accomplish the best results | Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach |
| | Know how to select the best methods of communication to motivate and support team members in a hospitality environment | Demonstrate effective methods of communication that achieve the desired results, taking action to correct poor communication within the team | Strive to continuously improve the effectiveness of personal communications |
| Leadership | 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 | Actively support team members to maximise potential in their role and identify opportunities for development | Encourage team members to see the importance of their role within the wider business and opportunities for development |
| | Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses | Use leadership styles and supervisory management skills appropriate to the business and situation | Lead by example to maximise performance |
| | Understand how to work fairly with individuals that have diverse needs | Ensure team members are aware of and follow policy relating to diversity | Act as a role model operating in an empathic, fair and consistent professional manner |

DELTA SPECIALISM

| | Knowledge and Understanding (Know it) | Skills (Show it) | Behaviours (Live it) |
|-----------------------|--|---|--|
| Bar Supervisor | Understand how to keep bar operations running smoothly and deal with any customer concerns, identifying where potential conflict could occur, in accordance with the law | Coordinate an effective bar service, ensuring licensing laws are adhered to at all times, customer issues are dealt with and potential conflict minimised | Take a responsible approach to selling licensed products, and deal with conflict calmly and safely |
| | Recognise the importance of monitoring cellar and beverage storage procedures to optimise beverage quality in line with business requirements; know how to monitor stock rotation and levels of demand to ensure sufficient stocks are available for service | Maintain and monitor the cellar and beverage storage and cellar/wine dispense | |

INDEPENDENT END POINT ASSESSMENT

The end point assessment will only commence once the employer, apprentice and HIT Trainer are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on-programme progression review meetings and records.

The independent end assessment ensures that all apprentices consistently achieve the industry set professional standard and can commence at any point once the apprentice is competent after the twelve-month minimum period of learning and development. Prior to independent end assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

Summary of independent end point assessment process

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:



On demand test

- ▶ 2 hour (including 30 minutes reading time) on demand multiple choice test
- ▶ Covers the core and relevant specialist function
- ▶ Scenario based questions
- ▶ Externally set and marked automatically by the assessment organisation
- ▶ Undertaken either on the employer's premises or off-site



Practical observation

- ▶ 4 hour observation of the apprentice in the working environment
- ▶ Time may be split to cover preparation and service
- ▶ Shows apprentice covering a range of tasks in their specialist function



Business project

- ▶ Project to look at an opportunity / challenge / idea to make an improvement to the business
- ▶ E.g. customer experience, reducing wastage
- ▶ Research and write up within two months and then presented to employer and independent end assessor in formal 30 minute presentation with question and answer session

Complete first 3 activities in any order



Professional discussion

- ▶ 1.5 hour structured meeting
- ▶ Focusing on the areas of the standard
- ▶ Led by the independent end assessor, involving the apprentice and employer (e.g. line manager)



Completion

The Independent end assessor confirms that each assessment element has been completed. The apprenticeship includes Pass and Distinction grades with the final grade based on the apprentice's combined performance in each assessment activity. In order to pass the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready

and when practicable for the business. Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a resit. For more information on grading criteria please refer to the apprenticeship standard assessment plan by searching via <https://findapprenticeshiptraining.sfa.bis.gov.uk/>

Independent end point assessment organisations

Approved assessment organisations are registered on the SFA Register of apprenticeship assessment organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. To access the list and find an assessment organisation visit: <https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>.

The employer will approve and appoint the assessment organisation to undertake the independent end assessment of the apprentice.