

# TQUK APPRENTICESHIPS CAN TAKE YOU EVERYWHERE

## DESTINATION: HOSPITALITY SUPERVISOR APPRENTICESHIP

### 1 CHOOSE YOUR DESTINATION

*Where do you want to go?*

#### HOSPITALITY SUPERVISOR APPRENTICESHIP

Hospitality supervisors work across a wide variety of business including bars, restaurants, cafes, 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 supervisor's 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.

For this apprenticeship, the learner is required to select one of the following specialist functions in order to complete the apprenticeship: [Food and Beverage Supervisor](#), [Bar Supervisor](#), [Housekeeping Supervisor](#), [Concierge Supervisor](#), [Front Office Supervisor](#), [Events Supervisor](#), [Hospitality Outlet Supervisor](#).

For further information regarding the specialist functions, please see Page 4.

\* £5,000 from May 2017

Funding Band: 7\*

Duration: 12 months

Level: 3

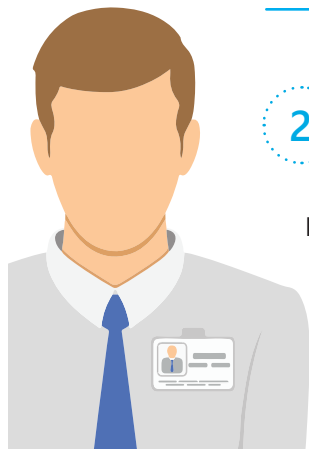


### 2 TRAVEL AGENTS

*Everything in order?*

#### INITIAL ASSESSMENT PLAN

Employers will set their own entry requirements, but it is expected that the individual would have worked with an operational role within the industry to start on this apprenticeship standard.



### 3 PREPARE YOUR LUGGAGE

*Bring together the essentials for your trip!*

#### ON-THE-JOB AND OFF-THE-JOB TRAINING

This is where all the learners training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan. Maths and English are required (level varies according to the standard).



## 4 CHECK IN

*Are you ready to fly?*

### GATEWAY

In order for the learner to enter into the gateway phase and pass through airport check in, they will need all the correct documentation to travel. It will be the employers decision to place a learner through end-point assessment.



In order to pass through, the learner must have achieved:

- Evidence of the relevant behaviours (On-programme records to be utilised, if used)
- Level 2 in Maths and English
- Undertaken a self assessment

If all the above has been completed, employers can feel confident that they are putting forward learners who are in the best shape to pass their end-point assessment.

## 5 AIRPORT SECURITY

*The final hurdle before flight.*

### END-POINT ASSESSMENT

There are four assessment activities for the Hospitality Supervisor independent end assessment:

- On demand test (MCQ)
- Practical observation
- Business project
- Professional discussion

The on demand test, observation and business project may be undertaken in any order but they must all be completed before the professional discussion. All assessment activities must be completed within two months.



#### On demand test (MCQ)

A 120 minute on demand, multiple choice question (MCQ) test with scenario based questions must be completed, timings include 30 minutes worth of reading time. This will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function.

The questions will be scenario based requiring the learner to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard.

#### Practical observation

The practical assessment is a 4 hour observation of the learner in a working, hospitality-based environment. During the allotted time, the learner should have the opportunity, if required, to move from one area/function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives.

Time may be split into two, 2 hour sections to cover preparation and service but this should show that the learner can cover a range of tasks in their specialist function.

#### Business project

The 2,000-5,000 word project is designed to give the learner the opportunity to demonstrate their wider understanding of the business they are working. Involving the gathering and reviewing of information before making recommendations to management, the written report should be submitted and followed by a 30 minute presentation of the project with a Q&A session.

#### Professional discussion

In the concluding assessment module, the end-point assessor leads a 90 minute discussion with the learner, the employer can also be present to support. The discussion can be planned in advance to allow the learner to prepare fully for the discussion which will include areas of the standard not seen in the observation or business project.

## Grading

The apprenticeship includes Pass and Distinction grades with the final grade based on the learner's combined performance in each assessment activity. In order to pass, the learner is required to pass each of the four assessments, which are divided into two sections.

The end-point assessor will use the assessment tools and processes designed within the apprenticeship standard to determine whether the pass and distinction grades have been achieved. The assessment activities are not 'weighted' in percentage terms as they are all important to demonstrating the learner's synoptic performance. However employers have been clear that in order to achieve a distinction overall the learner must perform to distinction level in the practical observation.

Section A Grading: Pass = 1, Distinction = 3.

Section B Grading: Pass = 1, Distinction = 2.

Learner cannot achieve the apprenticeship without gaining at least a pass in every assessment method. Once the learner has achieved at least a pass in each assessment activity the final grade can be calculated as follows:

SECTION A (Practical Observation + Business Project combined score)	SECTION B (On Demand Test + Professional Discussion combined score)				
	0	1	2	3	4
0	Fail	Fail	Fail	Fail	Fail
1	Fail	Fail	Fail	Fail	Fail
2	Fail	Fail	Pass	Pass	Pass
3	Fail	Fail	Pass	Pass	Pass
4	Fail	Fail	Pass	Pass	Pass
5	Fail	Fail	Pass	Pass	Distinction
6	Fail	Fail	Pass	Distinction	Distinction



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## TRAVEL

*Almost at your destination!*

### COMPLETION AND CERTIFICATION

You're on the plane and travelling towards your destination. Once the assessor verifies the learner has successfully completed all end-point assessments, TQUK will initiate the certification process. Working with the Skills Funding Agency, we will ensure the learner receives their certificate in recognition of completing their apprenticeship.

Progression: [Hospitality Manager](#)

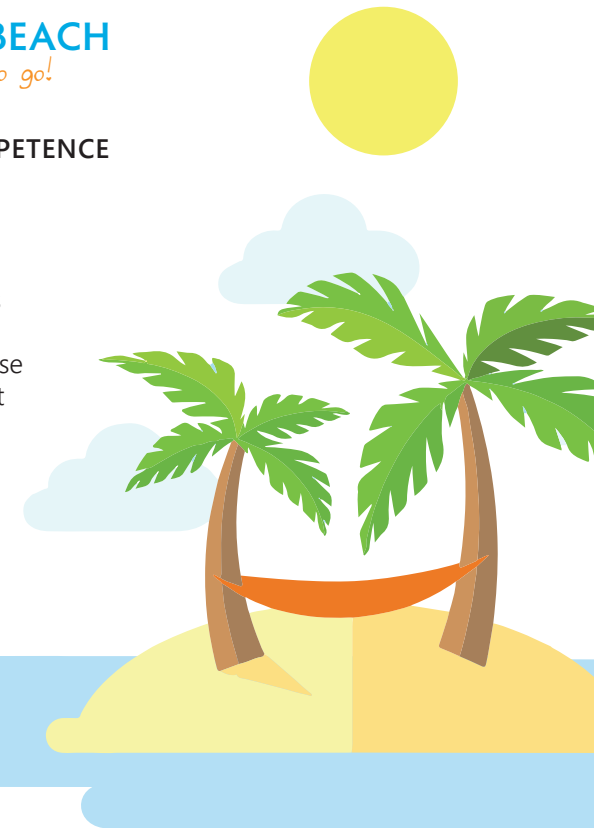
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## HIT THE BEACH

*You're ready to go!*

### OCCUPATIONAL COMPETENCE

Once the learner has achieved this apprenticeship there are many additional avenues which can enhance their training and skill set. These can include development into a management position or other specialist areas within the Hospitality industry.



## SPECIALIST FUNCTIONS

Food & Beverage Supervisor	Bar Supervisor	House Keeping Supervisor	Concierge Supervisor	Front Office Supervisor	Events Supervisor	Hospitality Outlet Supervisor
<p>Food and Beverage supervisors maintain standards in a range of settings from pubs, clubs and bars, restaurants, cafes, conference centres, banqueting venues, hotels restaurants and contract caterers. Their work can involve coordinating a range of dining experiences and styles and adapting to the ever increasing diversity in both food and beverage menus.</p>	<p>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.</p>	<p>Housekeeping supervisors maintain the presentation of establishments such as hotel and other overnight accommodation including hostel, serviced apartments and conference venues. Supervisors in this role for example, coordinate the work of cleaners, laundry services and room attendants to ensure customers' experience is in line with the business standards.</p>	<p>Concierge supervisors maintain the porter service in hotels and serviced facilities, making sure that customer requirements including leisure activities, local knowledge, travel, parking and luggage storage are met. They also play a key role in protecting the security and safety of customers.</p>	<p>Front office supervisors coordinate the reception function and, where relevant, reservations for example in hotels, holiday resorts and conference venues. Central to many operations, the front office supervisor is responsible for ensuring that customers' arrival, time at the establishment and departure is delivered according to an establishments standards and meets the customer expectations</p>	<p>Events supervisors coordinate a variety of functions that take place at a venue, for example a business conference, convention, banquet or wedding. The role requires meticulous coordination to ensure, often multiple, event plans are fulfilled and the customer has a positive experience.</p>	<p>Hospitality outlet supervisors support the manager in the day to day business operations of a retail outlet, such as quick service restaurants, branded coffee or sandwich shops. The role is often in a fast paced environment with the focus on meeting customers' expectations of efficiency and consistency for both the products and service they receive.</p>

