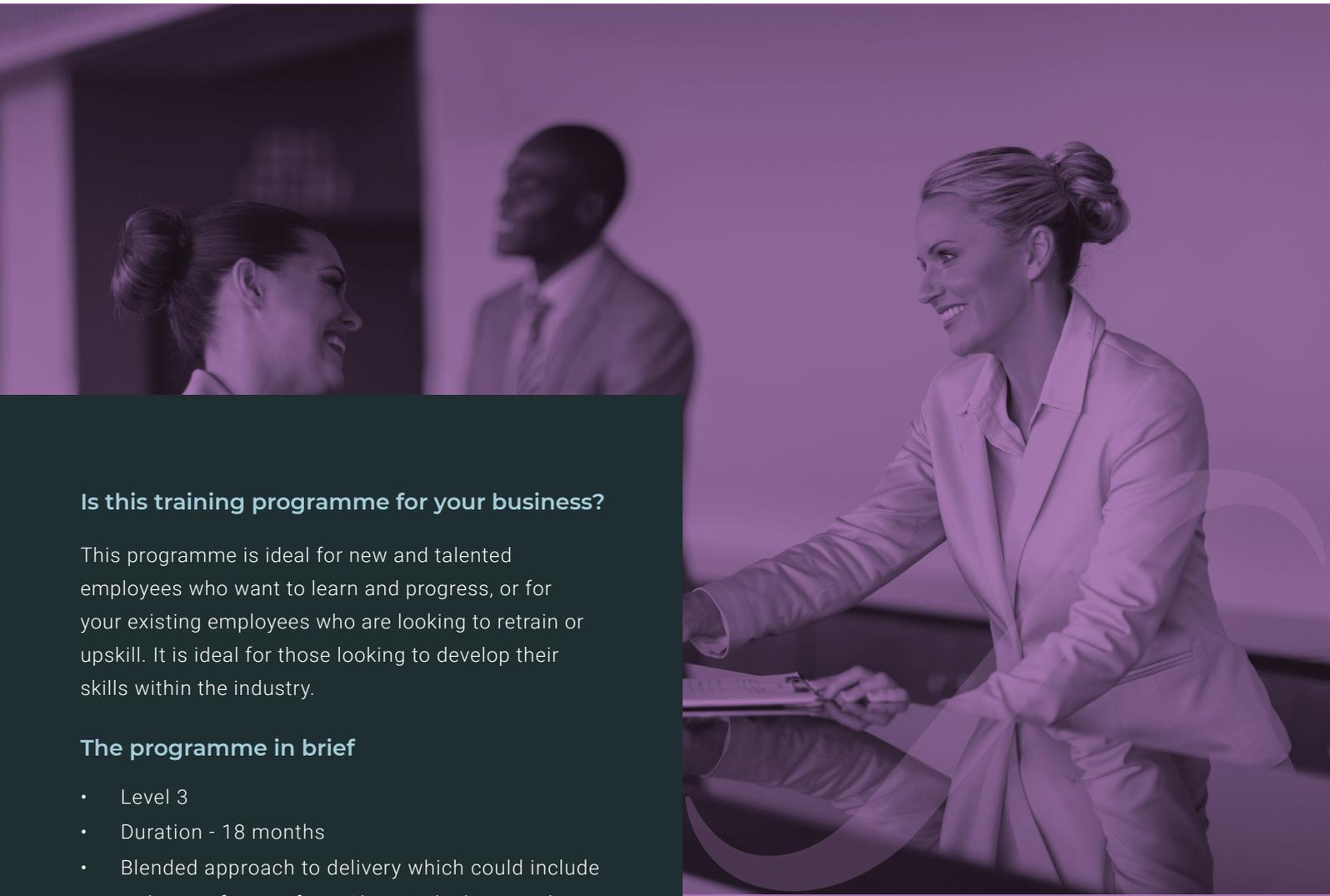


# HOSPITALITY SUPERVISOR

This training programme is designed for supervisors typically working 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. It is expected that individuals will be working in an operational role within the industry before commencing this programme.



## Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

## The programme in brief

- Level 3
- Duration - 18 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviours relevant to the job role
- Level 2 Functional Skills where appropriate
- End-Point Assessment

Call: **01388 777 129**

Email: **[training@learningcurvegroup.co.uk](mailto:training@learningcurvegroup.co.uk)**

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## The learner journey

**1. 18 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. Learners must also partake in 20% off-job training

**2. Gateway** – After the 12 months teaching and learning, you, your training provider and the learner will review the learner's journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when the learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, business project and practical observation.

## How your employees will learn

We want to help your employees get the most from their training programme. Therefore, we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Talent Coach who is there to guide them through their training programme. As well as their Talent Coach, learners have unlimited access to learning and support materials online. All of this will help the learner to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners's End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprenticeship Assessment Organisations.

## What your employees will learn

### Knowledge:

Understand own role in motivating the team; understand how to effectively organise and coordinate a team to provide required levels of service; know the marketing and sales activities of the business and how to support them to achieve the desired outcome; know the best methods of communication to motivate and support team members

### Skills:

Contribute to and monitor operational procedures, working practices and team performance and make recommendations for business improvements; plan, resource and organise the team to meet expected levels of customer demand within business constraints; use leadership styles and supervisory management skills appropriate to the business and situation

### Behaviours:

Demonstrate a personal drive to achieve the business values, vision and objectives; contribute to the review process, being aware of the individual needs of the team; lead by example; strive to continuously improve the effectiveness of personal communications

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