

HOSPITALITY MANAGER

APPRENTICESHIP - LEVEL 4

DURATION - 15 MONTHS



 **LEARNING CURVE**
GROUP

WHAT IS HOSPITALITY MANAGEMENT?

Hospitality managers work across a huge variety of organisations. Hospitality managers have a high level of responsibility and are accountable for fulfilling the business vision and objectives which requires excellent business, people and customer relation skills. Individuals in this role are highly motivated team leaders that combine a talent for management and specific industry skills and thrive on the customer facing nature of the role.

WHO IS THIS PROGRAMME FOR?

This apprenticeship is if you wish to progress to a management position, or work in a range of organisations including bars, restaurants, cafés, conference centres, banqueting venues, hotels and contract caterers. Hospitality managers have a high level of responsibility and are accountable for fulfilling the business vision and objectives. This apprenticeship will provide you with the business, people and customer relation skills you need to be successful in this role.

Typical job roles where this apprenticeship will be undertaken:

- Managers working within a hospitality establishment, including
 - bars
 - restaurants
 - cafes
 - conference centres
 - hotels
 - contract caterers
- All those who are seeking to develop their business, people and customer relation skills whilst motivating and leading a team



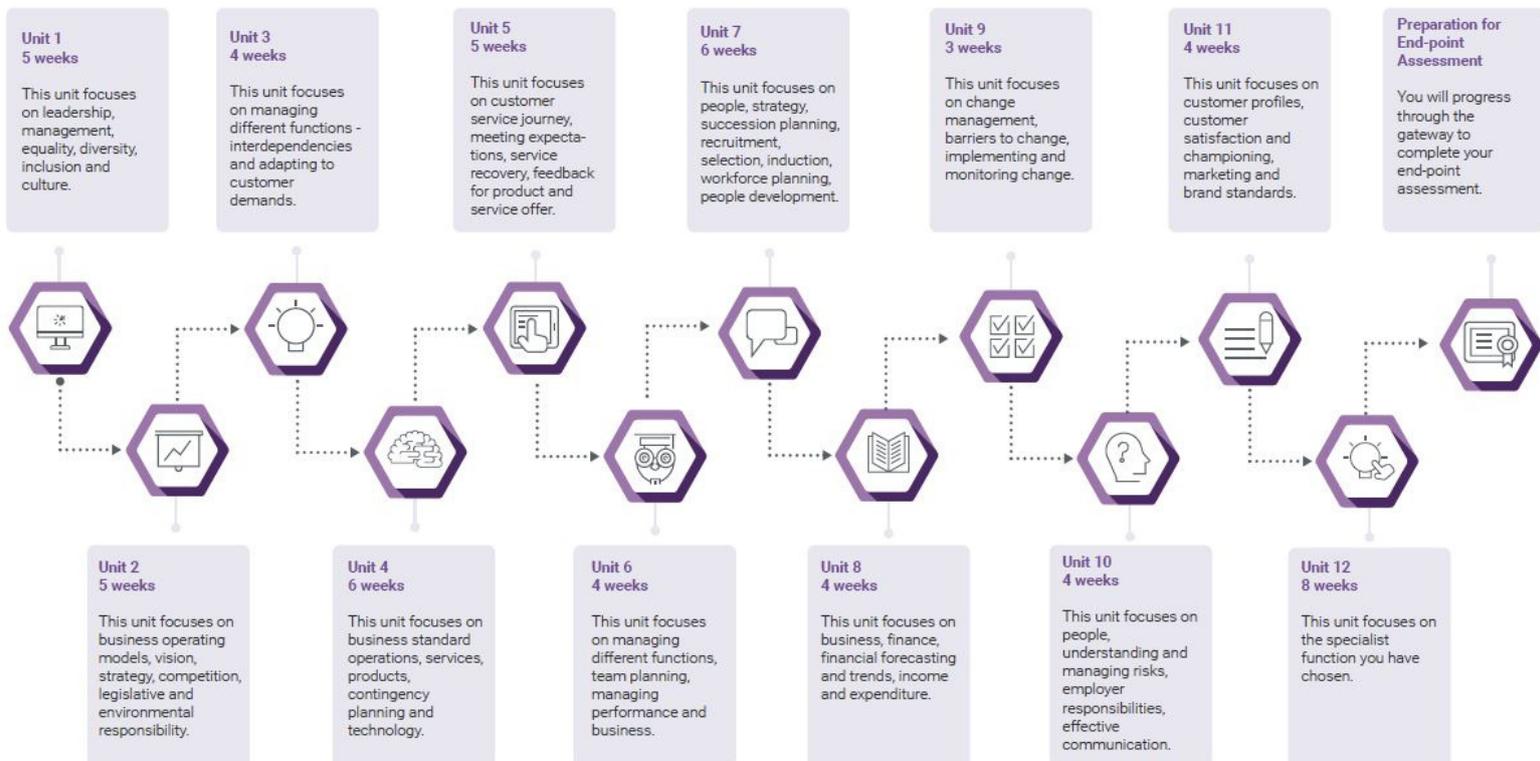
HOW WILL I LEARN?

Apprenticeship Trainers will adapt accordingly. Activities have been designed to stretch and challenge your learning. Specific training will be provided on knowledge, skills and behaviours to ensure you cover standard appropriately.

Having completed a learning style questionnaire we will match learning opportunities with your preferred method of learning and our Apprenticeship Trainers will adapt accordingly.

This is designed to make learning easier, more effective and more engaging as you work towards achieving either a pass, a merit or a distinction.

YOUR LEARNING JOURNEY



ASSESSMENT METHOD

20% OFF THE JOB

This programme is 15 months in duration, therefore a minimum of 390 hours of off-the-job training is required.

Examples of off-the-job training:

- Shadowing
- Mentoring
- Teaching and learning sessions with dedicated trainer
- Self-study (time spent working on assessments/assignments)
- Training on a new process or procedure
- Team training and meetings
- Visiting other companies

20% off-the-job training is anything that can help you gain new knowledge, skills and behaviours in your role.

END-POINT ASSESSMENT (EPA)

The EPA will test the entire programme:

- Technical competencies
- Technical knowledge and understanding
- Underpinning skills, attitudes and behaviours

There's three sets of criteria on which the assessment and grading is made. The what, the how and the with whom.

PROGRESSION

You may want to progress on to a level 5 qualification in management.

