

### **Hospitality Supervisor Level 3**

Hospitality Supervisors work in a variety of businesses from bars and restaurants to conference centres and contract caterers. They provide vital support to management teams and can supervise hospitality services and running shifts. They typically work under pressure and must be able to deliver customer service and motivate a team. Supervisors can specialise in specific functions or work across different areas that reflect the nature of the industry.

City and Guilds offers the following pathways: Food and Beverage Supervisor, Bar Supervisor and Events Supervisor.

#### **On Programme**

This is the learning phase of the Apprenticeship and Apprentices need to complete 20% off-the-job training during this phase. The formative assessment of knowledge, skills and behaviour are broken down into the following modules:

Customer

Business

People

Leadership

#### **Gateway**

The Apprentice must achieve Maths and English Level 2 Functional Skills, if they have not previously achieved a Level 2 equivalent at GCSE. They must also have produced a 2 week schedule, business project and business operations brief.

#### **End-point Assessment (EPA): how apprentices demonstrate their learning.**

End-point assessment (EPA) is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent assessor and will be graded distinction, pass or fail. Assessment methods for this standard are:

2 hour On-line Synoptic knowledge test

4 hour practical observation

90 minute Professional discussion

Business Project

#### **Apprenticeship Certificate**

On successful completion, the end point assessment organisation (City and Guilds) will apply to the Education and Skills Funding Agency for the Apprenticeship Certificate and this will be sent to the Apprentices Employer.

**The duration of this apprenticeship is expected to be between 15 and 18 months.**