

## Hospitality Supervisor Apprenticeship Standard

NCFE Level 3 NVQ Diploma in Hospitality Supervision and Leadership (601/7883/8)

NCFE Level 3 Award in Hospitality Supervision and Leadership Principles (601/7882/6)

Knowledge and Understanding (know it)	Skills (show it)	Behaviours (live it)	NCFE Level 3 NVQ Diploma in Hospitality Supervision and Leadership (601/7883/8)	NCFE Level 3 Award in Hospitality Supervision and Leadership Principles (601/7882/6)
<b>Business</b>				
<p>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.</p>	<p>Contribute to and monitor operational procedures, working practices and team performance and make recommendations for business improvements.</p>	<p>Demonstrate a personal drive to achieve the business values, vision and objectives</p>	<p><b>Unit 03</b> Lead a team to improve customer service (H/601/1568)</p> <p><b>Unit 14</b> Monitor and solve customer service problems (J/601/1515)</p> <p><b>Unit 24</b> Supervise the use of technological equipment in hospitality services (F/502/9534)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>

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.	<b>Unit 04</b> Contribute to the control of resources (T/502/9532)  <b>Unit 07</b> Supervise food production operations (J/502/9566)	<b>Unit 02</b> Supervision of operations in the hospitality industry (D/502/3952)
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.		<b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)
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.	<b>Unit 20</b> Manage the receipt, storage or dispatch of goods (A/502/9564)  <b>Unit 28</b> Contribute to promoting hospitality products and services (J/502/9535)	<b>Unit 02</b> Supervision of operations in the hospitality industry (D/502/3952)
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.	<b>Unit 04</b> Contribute to the control of resources (T/502/9532)  <b>Unit 06</b> Supervise drink services (F/502/9565)  <b>Unit 07</b> Supervise food production operations (J/502/9566)	<b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)

			<p><b>Unit 08</b> Supervise food service (M/502/9562)</p> <p><b>Unit 09</b> Supervise functions (T/502/9563)</p> <p><b>Unit 10</b> Supervise housekeeping operations (K/502/9561)</p> <p><b>Unit 11</b> Supervise portering and concierge operations (H/502/9560)</p> <p><b>Unit 12</b> Supervise reception services (A/502/9533)</p> <p><b>Unit 13</b> Supervise reservations and booking services (Y/502/9538)</p> <p><b>Unit 14</b> Monitor and solve customer service problems (J/601/1515)</p> <p><b>Unit 20</b> Manage the receipt, storage or dispatch of goods (A/502/9564)</p> <p><b>Unit 21</b> Supervise cellar and drink storage operations (R/502/9540)</p> <p><b>Unit 22</b> Supervise linen services (M/502/9559)</p>	
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			<p><b>Unit 23</b> Supervise practices for handling payments (D/502/9539)</p> <p><b>Unit 24</b> Supervise the use of technological equipment in hospitality services (F/502/9534)</p> <p><b>Unit 25</b> Supervise the wine store/cellar and dispense counter (R/502/9537)</p> <p><b>Unit 30</b> Supervise off-site food delivery service (K/502/9558)</p>	
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.	<b>Unit 24</b> Supervise the use of technological equipment in hospitality services (F/502/9534)	
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.	<p><b>Unit 05</b> Maintain the health, hygiene, safety and security of the working environment (Y/502/9569)</p> <p><b>Unit 06</b> Supervise drink services (F/502/9565)</p>	<b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)

			<p><b>Unit 07</b> Supervise food production operations (J/502/9566)</p> <p><b>Unit 08</b> Supervise food service (M/502/9562)</p> <p><b>Unit 09</b> Supervise functions (T/502/9563)</p> <p><b>Unit 10</b> Supervise housekeeping operations (K/502/9561)</p> <p><b>Unit 11</b> Supervise portering and concierge operations (H/502/9560)</p> <p><b>Unit 12</b> Supervise reception services (A/502/9533)</p> <p><b>Unit 13</b> Supervise reservations and booking services (Y/502/9538)</p> <p><b>Unit 20</b> Manage the receipt, storage or dispatch of goods (A/502/9564)</p> <p><b>Unit 21</b> Supervise cellar and drink storage operations (R/502/9540)</p> <p><b>Unit 22</b> Supervise linen services (M/502/9559)</p>	
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			<p><b>Unit 24</b> Supervise the use of technological equipment in hospitality services (F/502/9534)</p> <p><b>Unit 25</b> Supervise the wine store/cellar and dispense counter (R/502/9537)</p> <p><b>Unit 26</b> Supervise vending service (L/502/9536)</p> <p><b>Unit 27</b> Ensure food safety practices are followed in the preparation and serving of food and drink (H/502/9591)</p> <p><b>Unit 28</b> Contribute to promoting hospitality products and services (J/502/9535)</p> <p><b>Unit 29</b> Contribute to the development of a wine list (K/502/9530)</p> <p><b>Unit 30</b> Supervise off-site food delivery service (K/502/9558)</p> <p><b>Unit 32</b> Employment rights and responsibilities in the hospitality, leisure, travel and tourism sector (T/601/7214)</p>	
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People

<p>Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand.</p>	<p>Plan, resource and organise the team to meet expected levels of customer demand within business constraints.</p>	<p>Contribute to the review process, being aware of the individual needs of the team.</p>	<p><b>Unit 01</b> Set objectives and provide support for team members (M/600/9600)</p> <p><b>Unit 02</b> Develop working relationships with colleagues (H/600/9660)</p> <p><b>Unit 03</b> Lead a team to improve customer service (H/601/1568)</p> <p><b>Unit 11</b> Supervise portering and concierge operations (H/502/9560)</p> <p><b>Unit 12</b> Supervise reception services (A/502/9533)</p> <p><b>Unit 30</b> Supervise off-site food delivery service (K/502/9558)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>
<p>Understand how to work with hospitality team members to achieve targets and support business objectives.</p>	<p>Set realistic but challenging objectives with the team and work continuously to accomplish the best results.</p>	<p>Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach.</p>	<p><b>Unit 01</b> Set objectives and provide support for team members (M/600/9600)</p> <p><b>Unit 02</b> Develop working relationships with colleagues (H/600/9660)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>

			<p><b>Unit 03</b> Lead a team to improve customer service (H/601/1568)</p> <p><b>Unit 12</b> Supervise reception services (A/502/9533)</p> <p><b>Unit 28</b> Contribute to promoting hospitality products and services (J/502/9535)</p>	
<p>Know how to select the best methods of communication to motivate and support team members in a hospitality environment.</p>	<p>Demonstrate effective methods of communication that achieve the desired results, taking action to correct poor communication within the team .</p>	<p>Strive to continuously improve the effectiveness of personal communications.</p>	<p><b>Unit 01</b> Set objectives and provide support for team members (M/600/9600)</p> <p><b>Unit 02</b> Develop working relationships with colleagues (H/600/9660)</p> <p><b>Unit 03</b> Lead a team to improve customer service (H/601/1568)</p> <p><b>Unit 07</b> Supervise food production operations (J/502/9566)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>
<p>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.</p>	<p>Actively support team members to maximise potential in their role and identify opportunities for development.</p>	<p>Encourage team members to see the importance of their role within the wider business and opportunities for development</p>	<p><b>Unit 01</b> Set objectives and provide support for team members (M/600/9600)</p> <p><b>Unit 02</b> Develop working relationships with colleagues (H/600/9660)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>

			<b>Unit 03</b> Lead a team to improve customer service (H/601/1568)	
<b>Customers</b>				
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.	Proactively encourage a customer centric culture.	<b>Unit 11</b> Supervise portering and concierge operations (H/502/9560) <b>Unit 12</b> Supervise reception services (A/502/9533) <b>Unit 16</b> Improve the customer relationship (H/601/1232)	<b>Unit 03</b> Principles of supervising customer service performance in hospitality leisure travel and tourism (L/600/1066)
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 the 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.	<b>Unit 26</b> Supervise vending service (L/502/9536) <b>Unit 28</b> Contribute to promoting hospitality products and services (J/502/9535)	<b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)
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.	<b>Unit 28</b> Contribute to promoting hospitality products and services (J/502/9535)	<b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)

## Leadership

<p>Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses.</p>	<p>Use leadership styles and supervisory management skills appropriate to the business and situation.</p>	<p>Lead by example to maximise performance.</p>	<p><b>Unit 01</b> Set objectives and provide support for team members (M/600/9600)</p> <p><b>Unit 02</b> Develop working relationships with colleagues (H/600/9660)</p> <p><b>Unit 03</b> Lead a team to improve customer service (H/601/1568)</p> <p><b>Unit 12</b> Supervise reception services (A/502/9533)</p> <p><b>Unit 13</b> Supervise reservations and booking services (Y/502/9538)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>
<p>Understand how to work fairly with individuals that have diverse needs.</p>	<p>Ensure team members are aware of and follow policy relating to diversity.</p>	<p>Act as a role model operating in an empathic, fair and consistent professional manner.</p>	<p><b>Unit 02</b> Develop working relationships with colleagues (H/600/9660)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>

## Hospitality Supervisor Specialist Apprenticeship Standard

NCFE Level 3 NVQ Diploma in Hospitality Supervision and Leadership (601/7883/8)

NCFE Level 3 Award in Hospitality Supervision and Leadership Principles (601/7882/6)

Knowledge and Understanding (know it)	Skills (show it)	Behaviours (live it)	NCFE Level 3 NVQ Diploma in Hospitality Supervision and Leadership (601/7883/8)	NCFE Level 3 Award in Hospitality Supervision and Leadership Principles (601/7882/6)
<b>Food and Beverage Supervisor</b>				
<p>Understand the basic principles of menu design, layout and presentation; know the specifications of menu items, how to match food and beverages and how to keep up to date with trends in food and beverages.</p>	<p>Ensure menus and promotional materials are up to date and presented accurately to the customer by the team in line with business / brand standards and customer needs.</p> <p>Brief team on menu items and ensure customers are provided with helpful information and recommendations on food and beverages.</p>	<p>Demonstrate passion for high quality food and drink products and service.</p>	<p><b>Unit 28</b> Contribute to promoting hospitality products and services (J/502/9535)</p> <p><b>Unit 29</b> Contribute to the development of a wine list (K/502/9530)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>

<p>Know how to keep up to date, source information and brief the team on service requirements, special requests that will impact on service, promotions and details on specials, dish content and beverage product features.</p>	<p>Prepare food and beverage service areas in good time ensuring all resources are available and ready for use; ensure team provide efficient, accurate and effective service in line with service style meeting customer needs and business / brand standards.</p>		<p><b>Unit 08</b> Supervise food service (M/502/9562)</p> <p><b>Unit 28</b> Contribute to promoting hospitality products and services (J/502/9535)</p>	<p><b>Unit 03</b> Principles of supervising customer service performance in hospitality leisure travel and tourism (L/600/1066)</p>
<b>Bar Supervisor</b>				
<p>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.</p>	<p>Coordinate an effective bar service, ensuring licensing laws are adhered to at all times, customer issues are dealt with and potential conflict minimised.</p>	<p>Take a responsible approach to selling licensed products, and deal with conflict calmly and safely.</p>	<p><b>Unit 06</b> Supervise drink services (F/502/9565)</p>	<p><b>Unit 01</b> Principles of leading a team in the hospitality industry (R/502/3964)</p>
<p>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.</p>	<p>Maintain and monitor the cellar and beverage storage and cellar/wine dispense.</p>	<p>Take a responsible approach to selling licensed products, and deal with conflict calmly and safely.</p>	<p><b>Unit 06</b> Supervise drink services (F/502/9565)</p> <p><b>Unit 21</b> Supervise cellar and drink storage operations (R/502/9540)</p> <p><b>Unit 25</b> Supervise the wine store/cellar and dispense counter (R/502/9537)</p>	<p><b>Unit 02</b> Supervision of operations in the hospitality industry (D/502/3952)</p>

### House Keeping Supervisor

<p>Know how to allocate tasks and timescales on a daily basis to ensure areas are cleaned in line with business requirements; know how to ensure team follows procedures for responsible use of cleaning materials and equipment in line with business requirements.</p>	<p>Coordinate team and allocate tasks on a daily basis to ensure positive presentation and image of the business within allocated timescales ensuring business / brand standards are maintained.</p>	<p>Set examples of cleanliness and presentation, and have the confidence to deal with issues effectively and promptly.</p>	<p><b>Unit 10</b> Supervise housekeeping operations (K/502/9561)</p>
<p>Understand how to monitor standards and identify, prioritise and deal with maintenance, repairs and refurbishment issues.</p>	<p>Monitor standards of cleanliness and identify maintenance, repairs and refurbishment requirements, communicating them to the relevant person.</p>	<p>Set examples of cleanliness and presentation, and have the confidence to deal with issues effectively and promptly.</p>	<p><b>Unit 10</b> Supervise housekeeping operations (K/502/9561)</p> <p><b>Unit 02</b> Supervision of operations in the hospitality industry (D/502/3952)</p>

### Concierge Supervisor

<p>Know how to collect and keep up to date information on local services and know how to communicate these to customers in a way they are understood eg. places of interest, travel options, places to eat and drink</p>	<p>Maintain information on expected customer requirements including local services and travel options. Efficiently source information not readily available when needed, regularly review sources and develop effective networks.</p>	<p>Actively keep knowledge up to date to be able to give customers useful and up to date information which enhances their stay</p>	<p><b>Unit 11</b> Supervise portering and concierge operations (H/502/9560)</p>
<p>Identify how to maintain secure storage systems for customers and recognise their importance to upholding customer confidence and business reputation.</p>	<p>Maintain a secure system for the storage of customers' luggage and other personal items.</p>	<p>Actively keep knowledge up to date to be able to give customers useful and up to date information which enhances their stay.</p>	<p><b>Unit 11</b> Supervise portering and concierge operations (H/502/9560)</p>

<p>Identify the porter and parking/valet and transport services offered by the business and know how to communicate relevant available options clearly to customers.</p>	<p>Coordinate the porter service and parking/valet and transport services offered by the business.</p>	<p>Actively keep knowledge up to date to be able to give customers useful and up to date information which enhances their stay.</p>	<p><b>Unit 11</b> Supervise portering and concierge operations (H/502/9560)</p>	
<b>Front Office Supervisor</b>				
<p>Understand how to implement, and the importance of, check-in, check-out and reservation procedures to ensure they are efficient and reliable for customers.</p>	<p>Coordinate efficient check-in, check-out and the reservation procedures if applicable in own role.</p>	<p>Demonstrate consistently high standards of personal presentation.</p>	<p><b>Unit 12</b> Supervise reception services (A/502/9533)</p>	
<p>Identify the standards of personal presentation, recognise their importance to positive customer first impression and know how to ensure team uphold them.</p>	<p>Motivate the team to present a professional image at all times as the first point of call for most customers.</p>	<p>Demonstrate consistently high standards of personal presentation.</p>	<p><b>Unit 12</b> Supervise reception services (A/502/9533)</p>	
<p>Know how to source information, keep up to date with and brief team on customer requirements; understand how to implement, and the importance of, procedures to maintain customer confidentiality in line with legislation and business requirements.</p>	<p>Coordinate customer requirements, providing accurate information and maintaining customer confidentiality at all times.</p>	<p>Demonstrate consistently high standards of personal presentation.</p>	<p><b>Unit 12</b> Supervise reception services (A/502/9533)</p>	

### Events Supervisor

Identify the information required and know how to source, evaluate and use it to plan events which meet customer and business requirements.	Support event planning and coordinate events in line with customer requirements, communicating appropriately with a variety of organisations such as suppliers and exhibitors.	Highly organised and proactive, anticipating and solving problems quickly to ensure stakeholder satisfaction.	<b>Unit 09</b> Supervise functions (T/502/9563)
Understand how to develop and implement an event agreement to meet customer needs during the event.	Act as the main point of contact for customers during the event to ensure their requirements are met according to the event agreement.	Highly organised and proactive, anticipating and solving problems quickly, to ensure stakeholder satisfaction.	<b>Unit 09</b> Supervise functions (T/502/9563)
Understand the budget requirements for the event and know how to ensure these are adhered to and accurate records kept.	Maintain a record of expenses and adhere to the budget set by the customer.	Highly organised and proactive, anticipating and solving problems quickly, to ensure stakeholder satisfaction.	<b>Unit 09</b> Supervise functions (T/502/9563)

### Hospitality Outlet Supervisor

Identify the correct levels of stock and consumable items to ensure sufficient for customer demand.	Coordinate operations to ensure equipment and display areas are stocked and presentable.	Demonstrate commercial awareness.	
Understand the importance of opening, monitoring and closing procedures to the efficient running of the outlet.	Open, monitor and close the outlet following business procedures.	Demonstrate commercial awareness	
Understand how to maintain effective displays and recognise their importance on sales and brand/business reputation.	Maintain the brand and business standard at all times, identifying possible areas for improvement.	Demonstrate commercial awareness	