HOSPITALITY SUPERVISOR

LEVEL 3

step22

GREAT PEOPLE INTO GREAT JOBS

HOSPITALITY SUPERVISOR

Level 3

A supervisor is a vital role in the hospitality industry, having the ability to lead successful shifts by motivating their team to deliver outstanding customer service and meeting business targets.

In this Level 3 Apprenticeship, you will take part in a wide range of experiences all designed to develop your knowledge, skills and behaviour. As well as gaining skills in day to day tasks, you will also start to build your understanding of leadership and team engagement.

Our trainers will support you through webinars, workshops and individual training both virtually and in your own site to help you get the most out of your learning.

We will work to tailor this programme to your businesses ways of working to deliver a personalised apprenticeship that will support you to become an expert hospitality supervisor.

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Pre-enrolment timeline

In order to make sure you have chosen the right apprenticeship and have enough information at the start of the programme we will go through the following steps. This is to make sure you are fully informed and ready to start your apprenticeship journey:
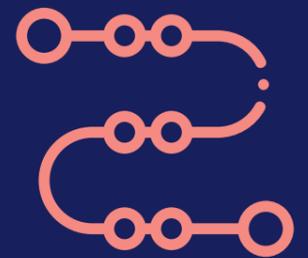
Employers and potential apprentice

Attend a webinar which provides an overview on the following:

- Overview of the apprenticeship programme
- 20% Off the Job Training
- Attendance at group masterclasses and webinars
- Initial assessment and skill scan process
- Apprenticeship agreement

Potential apprentice

Complete the BKSB initial assessment for maths and English Complete the skill scan

Employer:

Complete the skill scan for the potential apprentice

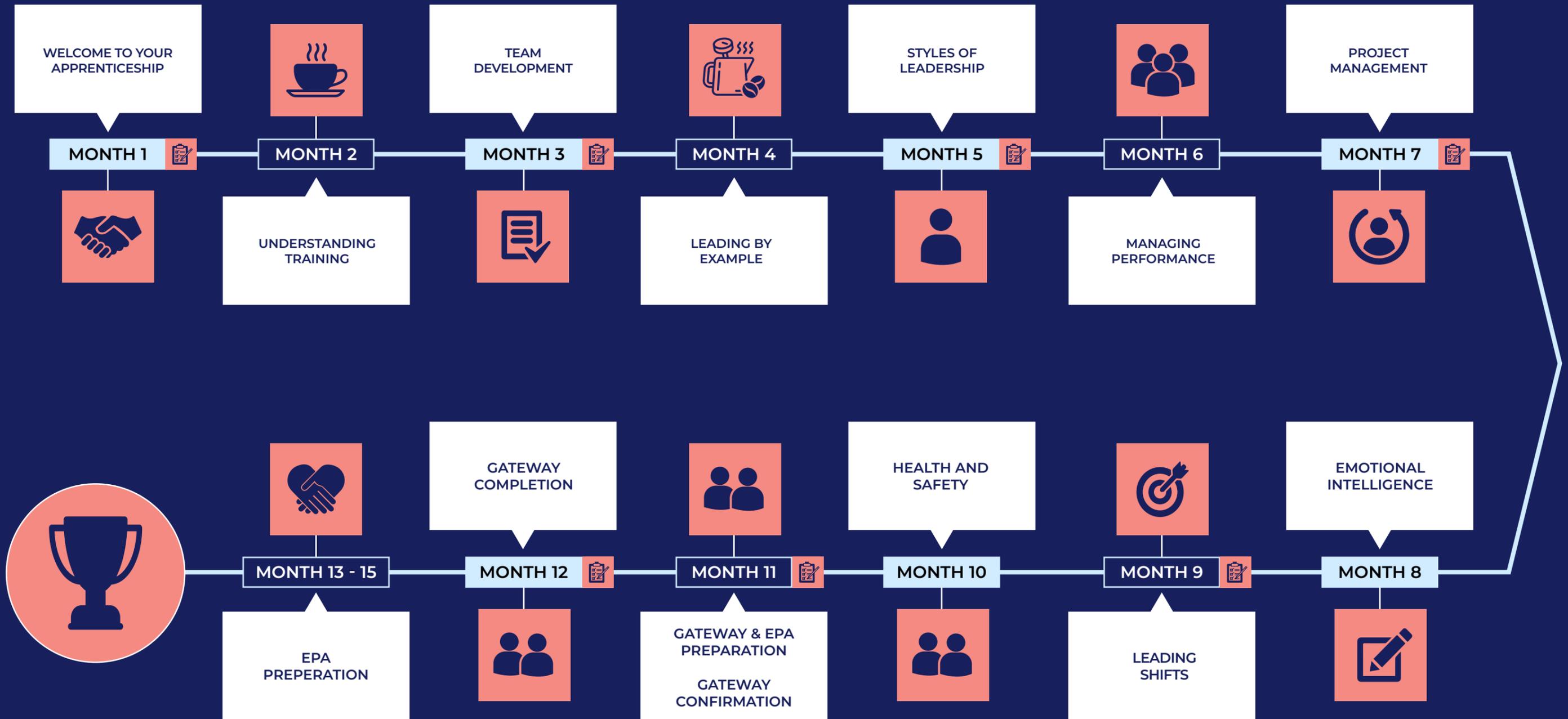### Employer and potential apprentice

Attend a 1:1 remote session with the trainer to talk through the skill scan and initial assessment to confirm suitability

Apprentice:

Invited to group induction Introduction to the apprenticeship Complete enrolment paperwork

Your Journey

HOSPITALITY SUPERVISOR
Level 3

WELCOME TO YOUR APPRENTICESHIP

TEAM DEVELOPMENT

STYLES OF LEADERSHIP

PROJECT MANAGEMENT

MONTH 1 · **MONTH 2** · **MONTH 3** · **MONTH 4** · **MONTH 5** · **MONTH 6** · **MONTH 7**

UNDERSTANDING TRAINING

LEADING BY EXAMPLE

MANAGING PERFORMANCE

GATEWAY COMPLETION

HEALTH AND SAFETY

EMOTIONAL INTELLIGENCE

MONTH 13 - 15 · **MONTH 12** · **MONTH 11** · **MONTH 10** · **MONTH 9** · **MONTH 8**

EPA PREPERATION

GATEWAY & EPA PREPARATION

GATEWAY CONFIRMATION

LEADING SHIFTS

REMOTE 1-1 OR A FACE TO FACE

These sessions will occur each month and will be delivered either remotely via Teams or in person at the Apprentice's workplace. They will last between 1 and 3 hours.

PROGRESS REVIEWS

Month	Session Title	Session Contents	Self-Learning Tasks
1	Welcome to your Apprenticeship	• Getting to know your assessor & your cohort • Delivery methods, systems & the support available • British values / Equality & Diversity / Prevent / Safeguarding • The role of a supervisor and what makes a strong hospitality team • The importance of company culture and how it influences both teams and leaders • The benefits of brand standards PROGRESS REVIEW	• Complete a section in your workbook covering the knowledge gained in your webinar • OneFile induction course: to support your induction and knowledge of the tools you'll be using • OneFile Safeguarding course: an online course to strengthen your knowledge of safeguarding and help available to you
2	Understanding training	• How to conduct training needs analysis within your team • Understanding different learning styles and the learning cycle to support your delivery of training • The impact of bias on learning • Tools for delivering your first training session	• Carry out further research into learning and complete questions in your workbook • Conducting a one on one training session with a team member in your site • Work with your Line Manager to conduct a training needs analysis on yourself and build a personal development plan
3	Team development	• The benefits of giving thorough feedback • The impact of attitude on learning and training • How to communicate effectively in different situations • Building team development through objective setting and the power of reinforcement • Time management techniques and benefits PROGRESS REVIEW	• Research team development and time management and complete questions in your workbook • Using the skills you have gained in your webinars, conduct a training needs analysis on three team members in your site and conduct their first PDPs
4	Leading by example	• Planning and delivering team training sessions • The importance of leading by example and understanding your personal influence • Defining core principles in leadership and building on your personal values • How your behaviours and influence impact business targets	• Reflect on your own influence and core values and complete this section in your workbook • Plan and deliver a training session based around SOP's within your business, for example for a new menu launch or refresh on current menu specs
5	Styles of leadership	• Different leadership styles and how to utilize them effectively • The value of coaching and development • Using a SWOT analysis to identify opportunities for business and personal development • Judging cost verses benefit in resource management PROGRESS REVIEW	• Now you understand the different leadership styles, complete a reflection piece on your own experiences • Step into the shoes of a customer and investigate both a competitor's site and your own. Complete a SWOT analysis to identify marketing and service suggestions based on your experience • Working with your site's designated lead, complete one full month of stock control including monitoring wastage, counting, inputting and investigating discrepancies
6	Managing performance	• Identifying contributing factors to conflict and poor behaviour in team members • Understanding conflict management • What causes staff dissatisfaction and the impact within the business • Employee rights and responsibilities in people management	• In your workbook complete tasks on your experience in conflict management and research methods of resolutions • Take the lead on a new starter induction, by completing their first day training and leading a minimum of two shadowing shifts • Carry out research to build on your knowledge of communication, brand standards, company values and the supervisor role to complete a professional discussion with your trainer
7	Project management	• Investigating, planning, and delivering a project • The information used to build customer profiles and working to serve diverse needs • Resource and cost management • Methods of gathering information for analysis • The role of a leader in a project PROGRESS REVIEW	• Use the tasks in your workbook to help guide your project planning and research the importance of leadership within a project • Gather further information on your site's customer service and, using all the skills you have gained so far, identify areas for improvement. Conduct a business project for a full month, monitor your progress and review your final impact
8	Emotional intelligence	• Understanding emotional intelligence and self-awareness • Your conscious and unconscious impact within your circle of influence • The value of building trust and loyalty as a leader • Uses of technology in resource management and time management	• Complete a self-reflection piece in your workbook • Build on your gained knowledge by researching customer profiles, meeting customer diverse needs and marketing activities to complete a professional discussion with your trainer
9	Leading shifts	• The power of the pre-shift brief in motivating your team • Leading shifts and empowerment • Managing marketing and sales through upselling and how one shift contributes to business targets • Role-modelling company values and actively supporting your brand • Building on your experience so far to understand effective communication PROGRESS REVIEW	• Using the knowledge from your webinars and from personal experience, complete a section in your workbook • Plan and lead five full shifts including documented pre-shift briefs, reflecting on your actions and impact
10	Health & Safety	• The importance of maintaining thorough records within hospitality • Identifying hazards in the workplace and mitigating danger • Understanding the legislation requirements for your business and the responsibilities of a supervisor	• Research further legislation requirements within the hospitality industry and your role as a supervisor, and complete questions in your workbook • Complete a full Health and Safety audit with the knowledge you have gained, and complete a SMART action plan to address any areas of non-compliance identified
11	EPA preperation	• Recap session built around learners • EPA preparation and practising PROGRESS REVIEW	• A well-structured rota is the backbone of a successful week. Work with your designated lead to complete an upcoming rota for your department • Carry out research into legislation, hazard prevention and financial operations to complete a professional discussion with your trainer
12	Gateway completion	• Gateway meeting with employer, assessor & apprentice • Completion of exit survey GATEWAY REVIEW	
13-15	EPA completion	• Personalised support for EPA compilation • Completion of four EPA stages	

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Delivery Types:

WEBINARS
These will be delivered via the Microsoft Teams platform and will be a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The trainer will deliver a session on a particular topic and you will have the opportunity to have input through discussion and the use of the in-platform chat facility. These webinars will provide you with learning that counts towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning. Please note that webinars will be recorded and be stored securely on Onefile to evidence your learning and participation.

1:1 SESSIONS
These will be either face to face or carried out remotely via Microsoft Teams. They will provide you with dedicated time with your trainer to discuss your progress towards achieving your apprenticeship and any aspects where you may feel you need extra support or guidance. Your trainer will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your trainer can also guide you towards additional resources that stretch your knowledge and understanding of relevant topics. Off the job training will also be reviewed to make sure you are on track to meet the minimum 20% requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.

PROGRESS REVIEWS
These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 8 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide their input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks, which can include developing softer skills or enhancing your maths, English and digital skills. Reviews are usually recorded and then stored on OneFile.

ONEFILE ONLINE COURSES
These online courses are designed to provide essential knowledge information to continue to stretch and challenge you throughout the apprenticeship. They are designed to be completed in your own time and will have knowledge checks for each. These courses can also contribute to your apprenticeship standard in conjunction with work set by your trainer. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Step22 staff involved in your training can have access. These will not be shared outside of OneFile without your permission.

Group webinars will also be recorded and made available as a resource on OneFile. Other apprentices may access these files if they are unable to attend the live sessions.

SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your 20% off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.

For the duration of your Apprenticeship, you will be given an Microsoft365 account, which provides you access to a wide range of Microsoft Office applications such as Outlook, Word, Excel and the Teams collaboration and communication tool. Teams will be integral to how you will engage and communicate with your trainer and take part in online webinars with other apprentices. You will be provided with a separate user guide to support you in setting this amazing tool up.

Using the award-winning Cognassist software, all apprentices will complete an assessment that identifies neurodiversity in the 8 domains of the brain which affect thinking and learning. This then allows our trainers to gain a better understanding of how each apprentice learns to be able to provide greater support that aids positive progression towards achievement.

BKSB is a web based platform used to obtain initial assessments and diagnostic assessments on English and Maths which then provide an individual learning plan on how to fill learners' skills gaps. Our trainers use BKSB to support one-to-one learning to improve English and Maths skills no matter what apprentices previous achievements in these subjects are. Independent learning on BKSB is encouraged to allow apprentices to work at their own pace through learning resources, skills checks and revision scenarios.

Next Steps...

Following successful completion of your apprenticeship, you will be able to progress to the following:
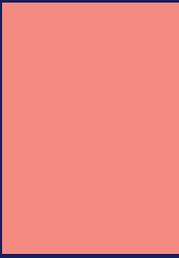
- Hospitality Manager Level 4

Interested?

If you are interested in starting your apprenticeship journey?
Please contact us at:
apprenticeships@step-22.co.uk