

Hospitality Manager

Level: 4

Duration: 21 months

Hospitality managers work across a huge variety of organisations, including bars, restaurants, cafés, conference centres, hotels, and contract caterers. They carry a high level of responsibility and are directly accountable for fulfilling the business's vision and commercial objectives.

Apprenticeship overview

This management-level apprenticeship builds the leadership confidence, operational competence, and financial acumen required to run a successful hospitality business or department. You will learn how to design end-to-end customer journeys, manage budgets, lead diverse teams, identify operational risks, and champion continuous business improvements.

Core skills, knowledge and behaviours you will learn

- Leadership models, management styles, and driving team productivity
- Strategic business planning, operating models, and brand standards
- Financial management, resource budgeting, and revenue forecasting
- Designing customer service journeys, measuring satisfaction, and handling service failures
- Creating a people strategy, managing recruitment, and developing workplace talent
- Proactive risk management, health and safety compliance, and legal responsibilities

In addition to the core content, you will choose one option from:

- Food and Beverage Service Management
- Front Office Management
- Housekeeping Management
- Revenue Management
- Conference and Events Management
- Hospitality Outlet Management
- Kitchen Management (Head Chef)

Where you might work

- High-street and fine-dining restaurants
- Hotels, luxury resorts, and holiday parks
- Conference centres, wedding venues, and banqueting halls
- Industrial contract catering sites and corporate hospitality hubs
- Busy bars, clubs, and gastropubs

Typical job roles

- Hospitality Manager
- Food and Beverage Manager
- Front Office Manager
- Housekeeping Manager / Executive Housekeeper
- Conference and Events Manager
- Kitchen Manager
- Deputy General Manager



Good to know!

As part of your assessment, you will complete a real-world business project designed to solve an operational challenge or improve financial metrics in your workplace.

The role demands excellent emotional intelligence and solution-focused decision-making under intense pressure during peak trading times.

Working hours are highly irregular and will involve weekends, bank holidays, and late evenings to oversee critical shift deliveries.