

Hospitality Supervisor

Level: 3

Duration: 15 months

Hospitality supervisors lead front-of-house or back-of-house teams to ensure that the business operates smoothly and guests receive high-quality service.

Apprenticeship overview

You will develop the skills to supervise daily operations, manage a team, and handle the commercial aspects of a hospitality business. You'll learn to lead by example and solve problems quickly to maintain service standards.

Core skills, knowledge and behaviours you will learn

- Team leadership and performance management
- Financial control (cashing up, managing stock, and labour costs)
- Coordinating service and managing guest expectations
- Compliance with legal requirements (Licensing, H&S, Food Safety)
- Business improvement projects
- Effective communication with customers, staff, and senior management

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

- Food and Beverage Supervisor
- Bar Supervisor
- Housekeeping Supervisor
- Front Office/Reception Supervisor

Where you might work

- Large hotels and resorts
- Busy restaurants and pub groups
- Event management companies
- Holiday parks

Typical job roles

- Team Leader
- Shift Manager
- Supervisor
- Assistant Manager



Good to know!

You are responsible for the safety and wellbeing of both staff and customers

The role requires a "cool head" during busy service periods

You will often be the first point of contact for escalated customer issues