

Hospitality Supervisor

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, care homes, banqueting venues, hotels or contract caterers.

They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors' skills and knowledge are the same but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

Candidates will cover these areas on their course:

Knowledge, Skills, Behaviours

Customers; Business People; Leadership

Then candidates/employer select one specialist area to suit their job role:

- **Food and beverage supervisor;** Can involve coordinating a range of dining experiences and styles and adapting to the ever increasing diversity in both food and beverage menus
- **Bar supervisor;** This role often comes with irregular hours and bar supervisors need to be able to be on their feet for extended periods of time.
- **Housekeeping supervisor;** For example, coordinate the work of cleaners, laundry services and room attendants to ensure customers' experience is in line with the business standards.
- **Concierge supervisor;** Maintain the porter service in hotels and serviced facilities, making sure that customer requirements including local knowledge, travel and luggage storage are met. They also play a key role in protecting the security and safety of customers.
- **Front office supervisor;** Coordinate the reception function and, where relevant, reservations. Central to many operations, responsible for ensuring that customers' arrival, time at the establishment and departure is delivered according to an establishments standards and meets the customer expectations.
- **Events supervisor;** Coordinate a variety of venue functions. Requires meticulous coordination to ensure, often multiple, event plans are fulfilled and the customer has a positive experience.
- **Hospitality outlet supervisor;** Support the manager in the day to day business operations of a retail outlet. Often in a fast paced environment with the focus on meeting customers' expectations of efficiency and consistency for both the products and service they receive.

Assessment

- 2 hour multiple choice test
- 4 hour observation
- Business project
- 1.5 hour professional discussion
- Grading (pass, distinction)



For further information, contact CQM
0114 281 5781 or info@cqmlearning.co.uk

Funding cap
£5,000

Average duration
24 months

Level 3
A Level equivalent

Qualifications
None specified

Professional Accreditation
n/a