

# Hospitality Supervisor Level 3

(FRONT OFFICE)

## Duration

14 months plus  
End-point Assessment period.

## Who's it for:

Night Manager and Reception Shift  
Team Leaders who support the  
Reception and Reservations teams.

## What's covered: Core hospitality modules

### Customer

Develops team members understanding of customer needs and the importance of high-quality customer service for the wider business. Team members will act proactively to support marketing activities and gain confidence in resolving customer service issues.

### Business

Ensures team members understand and uphold the business' values and vision. Team members will learn to identify risks and opportunities to help the company reach its objectives, gaining clear knowledge of how the business functions.

### People

Gives team members the knowledge and skills to organise, motivate and encourage their team to meet key business aims and targets. Team members will understand how their team fits in within the wider company and industry.

### Leadership

Develops team members into a role-model through detailed understanding of leadership skills and styles. Team members will learn to lead by example to motivate their team and drive performance.

In addition to your salary, Barons Eden will fully fund the apprenticeship and have valued this apprenticeship at £8,000, based on training costs and the cost to the business.

There is no upfront cost for the learner, nor is there any repayment required at any time.

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In addition to the Core Modules, team members will complete a module specific to their occupation and programme 'pathway'.

### Front office specialist

The Food and Beverage Specialist module gives learners the knowledge and confidence to excel in their role, dealing with food and drink pairings, team management and industry trends.

### Key learning:

- Ensuring procedures are reliable and efficient.
- Motivating and managing the team and maintaining professional conduct.
- Customer confidentiality and current legislation.
- Maintaining brand reputation and creating a strong first impression for customers.