

# Apprenticeships

## Hospitality Supervisor - Level 3

**Lead with Excellence — Hire a Hospitality Supervisor Apprentice**  
Team leadership. Service quality. Operational success.

### Why Hire a Hospitality Supervisor Apprentice?

- Develop confident front-of-house leaders
- Improve team performance and customer experience
- Support succession planning
- Access funded training and mentoring

### What Apprentices Learn:

Hospitality Supervisor apprentices gain leadership and operational skills to manage service teams effectively:

- **Supervising Staff & Service Areas**  
Leading shifts, allocating tasks and ensuring smooth operations.
- **Customer Service Excellence**  
Handling complex queries, complaints and VIP service.
- **Team Motivation & Coaching**  
Supporting staff development and maintaining morale.
- **Compliance & Licensing**  
Understanding food safety, alcohol licensing and health & safety regulations.
- **Stock Control & Ordering**  
Managing inventory, placing orders and reducing waste.
- **Financial Awareness**  
Monitoring sales, controlling costs and supporting profitability.
- **Event & Function Support**  
Coordinating bookings, managing logistics and delivering memorable experiences.
- **Professional Conduct & Leadership**  
Representing the business and leading by example.

## Why Partner with Bishop Auckland College?

- Experienced tutors with hospitality backgrounds
- Flexible delivery to suit business needs
- Local support and mentoring
- Trusted by hotels, restaurants, and venues

## Typical Duration:

12 months plus 3 months for EPA

## Delivery:

In the workplace

## End Point Assessment:

- Multiple choice test including 30 mins reading time – 2 hours
- Practical observation with questioning in the workplace – 4 hours
- Written report on business project 2000-5000 words, followed by 30 mins presentation
- Professional discussion – 90mins

## Contact us:

Tel: 01388 743164 | Email: [apprenticeships@bacoll.ac.uk](mailto:apprenticeships@bacoll.ac.uk) | Website: [bacoll.ac.uk](http://bacoll.ac.uk)



Follow the QR code for the  
Apprenticeship Standard

