



This Apprenticeship is designed for learners employed in management roles in the hospitality industry who need to develop or consolidate their skills. Learners must take mandatory units that cover aspects of managing the performance of teams and individuals, working as part of a hospitality management team to achieve strategic goals, managing compliance with regulatory and legislative requirements, and managing own professional development within an organisation.

Learners choose optional units covering different areas of hospitality management, such as recruitment and selection of hospitality staff and use of customer service as a competitive tool. Learners then choose further optional units from a wide range of units that cover kitchen management, front of house reception, accommodation management and food and beverage service, enabling learners to meet the needs of their own work role.

What are the benefits of this Apprenticeship to the learner and employer?

This is a work-based qualification which will enable learners to develop the knowledge, understanding and skills essential for working in a hospitality environment, such as management skills, working with others, and managing and improving own and other's performance.

What are the potential job roles for those working towards this qualification?

The Hospitality Management National Occupational Standards cover a diverse range of job roles, for example:

- Hotel manager
- Bar manager
- F&B manager
- Conference and banqueting manager.



On completion of this Apprenticeship you will achieve the following qualifications

- Level 4 Diploma in Hospitality management
- BTEC Level 4 in Principles of Hospitality management
- Essential skills Wales communication level 2*
- Essential skills Wales Application of number AON level 2*
- Essential skills Wales Digital Literacy Level 2

*You may already hold qualifications that can be used as proxy for Essential skills – GCSE C or above, key skills or Essential skills Wales

Course Delivery

Assessment will take place in the workplace and you will be supported by a training officer who has industry experience. Your training officer will visit you once per month for up to two hours and you will be given work to complete before your next assessment. You will have an online e-portfolio which you will use to gather evidence. Work based assessments and observations will be carried out and you will be expected to produce products of work to demonstrate your competence.

Recommended time on programme

The duration of this Apprenticeship is 18-36 months.

Course Units

You will need to complete the 4 mandatory Units and 5-7 optional job role related units

MANDATORY UNITS	
Manage performance of teams & individuals	Manage compliance with regulatory & legislative requirements in hospitality
Work as part of hospitality management team to achieve strategic goals	Manage own professional development within an organisation

OPTIONAL UNITS GROUP A	
Manage purchasing costs in hospitality	Manage physical resources
Manage the payroll costs of hospitality team	Implement change in own area of responsibility
Manage staffing rotas for hospitality team	Manage a grievance procedure
Manage feedback from customers of hospitality services	Know how to follow disciplinary procedures
Manage a team meeting	Manage a budget for own area of activity of work
Recruit & select hospitality staff	Handle referred customer complaints
Devise & implement training & development plans	Use customer service as a competitive tool
Information systems management in hospitality	Organise the promotion of additional services or products to customers
Determine market opportunities for hospitality services	Review the quality of customer service
Maximise sales & profit from hospitality services	Manage the environmental impact of work activities
Manage operational aspects of hospitality premises refurbishment programmes	Employment rights & responsibilities in the hospitality, leisure, travel & tourism sector
Manage Supplier contracts	
Manage hospitality functions	



OPTIONAL UNITS GROUP B	
Design, implement & manage food safety management	Implement & manage housekeeping procedures in hospitality
Develop & create innovative dishes & recipes	Manage the security & privacy of hospitality guests
Develop menus to meet the organisation's cost requirements	Manage room availability to maximise revenue potential
Manage presentation & portion size of dishes	Monitor maintenance & repair work within a hospitality premises
Manage a team to prepare, cook & present food	Manage the provision of additional services
Current hospitality industry & food trends	Manage the linen service
Plan & design food production areas	Manage the supply of uniforms & housekeeping of staff areas
Manage customer profile information to improve service	Manage a food & beverage service
Manage statutory fire & security procedures for a hospitality establishment	Manage organisation of food & beverage service area
Manage arrivals & departures of guests to maximise revenue	Develop beverage lists to complement menus
Manage the billing & payment processes	Manage the production & presentation of menus
Manage front of house & guest relations	Manage cellar & beverage operations
Manage the reservation systems	Develop enhanced levels of food & beverage service

BTEC Level 4 Diploma in Principles of Hospitality Management

The BTEC Award will be completed using written assignments

MANDATORY UNITS	OPTION UNITS (3 UNITS)	OPTIONAL UNITS (1 UNIT)
Understand the Market in which an Organisation operates	Understand how to develop hospitality teams	The principles of food safety management for catering
Understanding Leadership & Management in Hospitality Organisations	Principles of financial performance manage in hospitality operations	Understand how to plan & manage kitchen operations
Understanding how to comply with Legal & Regulatory requirements within Hospitality Organisations	Understand how to manage the provision of customer service in hospitality organisations	The principles of food & beverage operations management
	Understanding how to effectively manage the sales of hospitality services	The principles of bar & cellar management
	Understand how to maximise the efficient use of physical resources	The principles of rooms divisions operations management
		The principles of hospitality accommodation management