



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 18-24 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 |