

Level 3 Apprenticeship in Hospitality Supervision and Leadership

**Lead with Confidence | Enhance Customer Experience |
Manage Hospitality Operations**

This apprenticeship is ideal for individuals working in hospitality who are stepping into supervisory or managerial roles. It develops the skills needed to lead teams, manage day-to-day operations, and ensure service excellence across hospitality departments.

Learners will gain essential leadership and operational knowledge, focusing on teamwork, customer satisfaction, safety and service coordination.



About the Apprenticeship

Designed for those in roles such as Hotel Supervisor, Head of Department, Unit Manager, or Hotel Manager, this programme is suitable for experienced hospitality professionals ready to manage people, processes, and customer experience.

- **Duration:** Typically 18 months
- **Delivery:** Work-based learning, on-the-job development, and structured tutor support
- **End-Point Assessment:** Portfolio of evidence, workplace observation, and completion of Essential Skills

What You Will Learn

- **Team Management and Leadership** – Lead staff effectively, make operational decisions, and manage rotas and work allocation.
- **Customer Experience and Service Excellence** – Maximise guest satisfaction through consistent, high-quality service delivery
- **Operational Oversight and Policy Implementation** – Manage food production, monitor service processes, and uphold food safety and hygiene policies.
- **Compliance and Safety** – Ensure all staff adhere to fire, health and safety, and hygiene regulations.
- **Problem-Solving and Business Efficiency** – Deal with day-to-day issues, coordinate departments, and contribute to efficient service and event delivery.
- **Essential Skills in Communication and Numeracy** – Achieve qualifications to support leadership communication and operational calculations.

Who is it for?

- Hospitality professionals ready for leadership roles
- Experienced front-of-house or back-of-house team members progressing in their careers
- Supervisors managing operations across food, beverage, accommodation, or event departments

Career Progression

- Advance to senior roles such as Hotel Manager, Operations Manager, or Hospitality Director
- Progress to Level 4 or 5 qualifications in Hospitality Management or Business Leadership
- Specialise in areas such as events, customer experience, or strategic operations

