



CITY AND ISLINGTON  
COLLEGE

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Westminster  
Kingsway College

The College of  
Haringey, Enfield  
and North East London



Capital  
City  
College  
Training

# Hospitality Manager - Level 4 Higher Apprenticeship

Similar to the hospitality supervisor's apprenticeship, the hospitality manager apprenticeship is for those working within a variety of hospitality establishments but generally with a focus on a specific area of responsibility and are integral to the running of the organisation.

The hospitality manager's focus can include people management, budget control, customer experience using high-level skills and knowledge to meet business needs.

Delivery method – 121 work based delivery and/or monthly day release

## WHAT WILL THE APPRENTICE STUDY?

You will learn:

- Understand how to use relevant operating models to help achieve the business vision and objectives of hospitality businesses and how these are used in own area of business
- Understand how to manage finance and minimise costs within hospitality businesses; identify the income streams and cost centres and areas for potential waste or loss within own area of business
- Identify the management information available in own area and understand how to use, analyse and act on it to drive business change
- Understand the standard business operating procedures, the services and products and how they are managed and their potential consequences
- Identify peaks and troughs in business levels and understand the factors which influence them e.g. season, weather, cultural and special occasions such as Valentine's Day, New Years
- Understand environmental, legislative and social responsibilities and their impact within hospitality businesses
- Know how to identify potential risks to people and the business and how to plan for and minimise the impact
- Understand how to create a people strategy and how to effectively manage recruitment, induction, team development and succession planning in a hospitality business to deliver it
- Understand the responsibilities of an employer and the parameters the business works within
- Determine the customer service journey and understand how to meet expectations, taking into account business requirements
- Understand the impact of service failure on hospitality businesses and identify how to develop and implement successful service recovery strategies

**Duration: 18 Months**

**Location: Workplace and College**

**Sector: Hospitality and Culinary Arts**



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For more information visit the Institute of Apprenticeships: [Hospitality manager / Institute for Apprenticeships and Technical Education](#)

## HOW IS THE APPRENTICE ASSESSED?

The End Point Assessment (EPA) will include:

- An on demand test
- Culinary challenge
- Workplace observation
- Professional discussion

## OCCUPATIONAL PROFILE

On completion of this course, you can progress onto further study in this field or into a career in the hospitality industry.

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