



training and
recruitment

Hospitality Services

Hospitality Manager Level 4

This programme is designed for anyone in a managerial position across a variety of hospitality services including bars, restaurants, cafés, conference centres, banqueting venues, hotels and contract caterers. Apprentices will generally specialise in a particular area; however, their core knowledge, skills and behaviours are aligned. Apprentices will have a passion for exceeding customers' expectations and gain a high level of responsibility, being accountable for fulfilling the business vision and objectives which requires excellent business, people and customer relation skills. Individuals in this role are highly motivated team leaders with a talent for management and specific industry skills that thrive on the customer facing nature of the role.

Get in touch

01983 475 006
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See programme info



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Who is it for?

Food and Beverage Managers, House Keeping Managers, Front Office Managers, Conference & Events Managers, Kitchen Managers, Hospitality Outlet Managers.

Learning Topics

- Business Acumen
- Customer Focus
- Leadership
- Industry Expertise
- Teamwork & Coaching Others
- Change & Business Improvement
- Personal and Professional Development

Learner Journey

- 14 months on-programme learning + 3 months End Point Assessment period (on demand test, practical observation & professional discussion)
- Monthly virtual classroom lessons/workshops
- Online 121 support from our specialist tutors
- Workplace training, shadowing & mentoring
- End Point Assessment preparation
- Progress Reviews
- 416 hours of Dedicated Learning Time will need to be recorded across the duration of your qualification