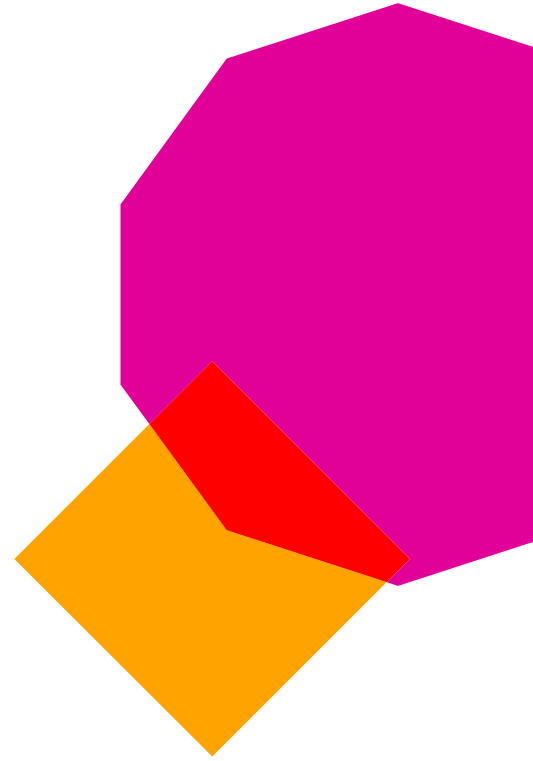


Hospitality and Catering
SmartScreen Factsheet

Level 3 Hospitality Supervisor: Apprenticeship Training Manual



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City & Guilds SmartScreen

City & Guilds SmartScreen is our dedicated online resource portal, supporting over 120 qualifications. It currently boasts more than 80,000 resources and pages of content for tutors and learners.

How can SmartScreen help me?

SmartScreen materials have been designed specifically for each individual qualification. They have been developed to assist tutors, and others, delivering the qualification to obtain the best possible results for their learners.

Price: £375 + VAT (SS181115-L3)

Supported areas: Food and Beverage Supervisor, Bar Supervisor and Events Supervisor.

Resources

This form-fillable PDF training manual provides apprentices with a range of practical tasks to apply their knowledge, skills and behaviours to. It is designed to support formative learning by allowing the apprentice to track their progress and record evidence.

The tasks are mapped to the apprenticeship standards and have been designed to prepare learners for the requirements of their end-point assessment. Each task is broken down into three components:

- Know it – these are the preparatory activities focusing on the knowledge/theory questions.
- Show it – these are the more active 'task'-based activities, which show the knowledge that learners have covered in the 'Know it' section.
- Live it – this is the 'reflective' section, where learners can detail what behaviours have been displayed by carrying out the designated task.

This manual also includes three tasks which cover the Food and Beverage Supervisor, Bar Supervisor, and Events Supervisor specialist functions of the Hospitality Supervisor standards. These tasks are designed to support learners in the workplace, enabling them to record the various knowledge, skills and behaviours they will be demonstrating when carrying out these specific roles.

Throughout the manual, employers can record constructive feedback that learners can use for their development.

The tasks should cover all the skills and behaviours required for the apprenticeship but the tasks do not need to be completed in the order given in the manual. Employers and training providers should feel free to assign each task in any order.

The tasks in this manual are also available on Learning Assistant, City & Guilds' e-portfolio of their choice provided that the SmartScreen subscription is maintained.

Why choose SmartScreen?

Shake learning up	Offers flexibility in lesson delivery and learning styles.
Learn inside and outside the classroom	With increased internet speeds available to learners using smartphones, laptops and tablets, resources can be accessed at any time and in any location.
Stay ahead	The definitive source for the most up-to-date information about qualification developments and delivery information.
Do what you do best	Our lesson plans, handouts and worksheets will save tutors time, meaning that they can keep their heads out of the paperwork and teach.
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