

Hospitality Supervisor Apprenticeship (9084-31/32/36)

Version 1 (December 2017)

End-Point Assessment Handbook

Version and date	Change detail	Section

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Introduction

About this document

This document sets out the content that needs to be taught to prepare for the Knowledge Test component of the Hospitality Supervisor End Point Assessment.

301-303 Hospitality Supervisor

This document sets out the content that needs to be taught to prepare for the Knowledge Test components of the following routes of Hospitality Supervisor End-point Assessment

Core units

- 1 Business
- 2 People
- 3 Customers
- 4 Leadership

Specialist functions

Food and Beverage Supervisor (301/304)

5 Principles of menu design

6 Legislation

7 Service requirements

Bar Supervisor (302/305)

8 Manage Bar Operations

Events Supervisor (303/306)

9 Manage Events

1 Business

Topics

- 1.1 Financial operations
- 1.2 Minimise risks to business or service
- 1.3 Legislation

Topic 1.1

1.1.1

How to source and use financial information for own work

- Key financial performance indicators
- Business targets to maximise sales
- Relationship with service level agreements
- Expenditure and controlling costs
- Managing budgets

Topic 1.2

1.2.1

Management policies and procedures used to control risk

- Risk assessment
- HACCP – Identify, implement, monitor, record keeping, review and correct
- Health & Safety - COSHH, RIDDOR, fire procedures, accident reporting, Fire and evacuation
- Internal and external audits
- security procedures - people, premises, cash, property e.g. personal items, stock, equipment

1.2.2

Importance of supervision and monitoring

- Maintain standards
- Compliance with legislation
- Identify training needs
- Monitor workflow – Staff rotas, staff work allocation

Topic 1.3

1.3.1

The supervisory role in implementing legislation when managing hospitality businesses

- Food Safety Act
- Consumer Rights Act
- Health & Safety at Work Act
- Licensing Act
- Weight and measures Act
- Equality Act
- Data protection Act

- Food Information for Consumers Regulations

1.3.2

Implications of failing to comply with legislation

- Reputational risk
- Imprisonment
- Prohibition notices
- Improvement notices
- Personal risk to employees
- Fines
- Closure

2 People

Topics

2.1 Principles of motivation and own role in motivating the team

2.2 Principles of supervising and managing a team

Topic 2.1

2.1.1

Principles of motivation

- Motivational theories - Maslow, McGregor, Herzberg, Tolman
- Motivational techniques – incentives, rewards, training, promotions, disciplinary, target setting
- Different people require different motivators e.g. age, diversity of staff, why they do job

Communication methods used to motivate team members to work to business vision and values

- Transparency
- Clear channels
- Language used
- Honesty
- Listening skills
- Briefing/debriefing
- Formal/informal feedback

Topic 2.2

2.2.1

Principles of managing an effective team to provide service to meet customer demands

- Clear roles & responsibilities of team members
- Mix of appropriate skills

- Clear understanding of individual and team goals
- Shared vision
- Know how team dynamics affect the success of a team
- Actions to implement with a failing team
- Use of motivational techniques
- Staff resource planning and supervision – trends in demand which may influence resource planning
- Team building
- Training e.g. induction, identify training needs, implement training

2.2.2

Importance of managing effective teams

Benefits to business

- Increase sales
- Increase efficiency
- Reputation
- Minimise staff costs
- Reduce staff turnover

Benefits to the team

- More motivated
- Job satisfaction
- Promotions
- Financial rewards e.g. increased bonus

3 Customer

Topics

3.1 Customer profiling

3.2 Products and brand standards

Topic 3.1

3.1.1

Understand principles of customer profiling

- Categorising customers
- Customer needs and expectations
- Importance to the hospitality business

Topic 3.2

3.2.1

Importance of consistency of products/service and adhering to business brand standards

- To create awareness of business
- Differentiate business from competition
- Customer recognition of service standards linked to the brand

4 Leadership

Topics

4.1 Leadership styles

4.2 Supervisory characteristics

Topic 4.1

4.1.1

Different leadership styles

- Autocratic
- Democratic
- Participative
- Laissez-faire
- Delegative

Appropriate leadership styles for different situations

- Working under tight time constraints
- Crisis management
- Incident management
- Delivering briefings; during normal service, debriefing
- Dealing with resource issues e.g. deliveries, staffing, technical

Topic 4.2

4.2.1

Skills and behaviours

- Influencing in order to meet group goals
- Communicating effectively
- Leading by example e.g. “can do attitude”
- Leading proactively
- Supportive e.g. encouraging, persuading, empathy
- Motivating
- Customer focused
- Adaptability/flexibility
- Building trust e.g. gaining / earning respect, listening, confidentiality, approachable

Food and Beverage Supervisor (301/304)

5 Principles of menu design

Topics

5.1 Menu styles, planning and design

5.2 Specifications of menu items

5.3 Food and beverage pairing

Topic 5.1

5.1.1

Know menu styles and factors that impact on menu planning and design

- Style/design dependent on type of establishment and cuisine
- Location
- Expertise of staff
- Types of customers
- Costing
- Pricing
- Promotions
- Influences e.g. trends, fashion, government guidelines such as reduction of salt

Topic 5.2

5.2.1

Menu knowledge

- To inform customer choice e.g. cultural, religious, dietary requirements such as dietary intolerances and allergens, provenance, calories
- To enhance customer experience
- To improve profitability and business performance
- Legislation - allergens, alcoholic content, price

5.2.2

Principles of menu and dish composition

- Seasonality
- Dietary
- Availability of commodities
- Provenance
- Sustainability
- Colour
- Texture
- Accompaniments

Topic 5.3

5.3.1

Considerations when pairing food and beverages

Wine

- Grape variety
- Country of origin
- Age/vintage
- Characteristics - Taste: Colour: Texture: Aroma/bouquet

Beer/Cider

- Country of origin
- Temperature
- Characteristics – Taste (hoppiness, maltiness, bitterness, fruity): Texture: Aroma

Characteristics of dishes

- Spicy
- Creamy
- Light/heavy
- Sweet/savoury
- Type of sauce

6 Legislation

Topics

6.1 Legislation

Topic 6.1

6.1.1

Understand current Legislation and Regulations relevant to Food & Beverage Supervision

- Health and Safety at Work Act
- Weights and Measures Act
- Consumer Rights Act
- Licensing Act
- Data Protection Act
- Equality Act

7 Service requirements

Topics

7.1 Information sources to analyse customer requirements

7.2 Information required for team briefings

Topic 7.1

7.1.1

Sources of customer information

- Booking/customer history
- Complaints/compliments
- Social media
- Feedback database

Topic 7.2

7.2.1

Information required for briefing the team

- Booking numbers
- Special requests
- Dietary requirements
- Timings
- Special offers/promotions
- Allocation of tasks
- Style of service

Bar Supervisor (302/305)

8 Manage Bar Operations

Topics

8.1 Legislation & regulations

8.2 Bar service

8.3 Cellar and beverage storage

Topic 8.1

8.1.1

Understand Legislation & Regulations relevant to bar supervision

- Weights and Measures Act
- Consumer Rights Act
- Licensing Act

8.1.2

Importance of providing accurate information to staff & customers on;

- Alcohol content
- Origin of drinks
- Special offers
- Promotions
- Price
- Measures
- Ingredients e.g. allergens

Topic 8.2

8.2.1

Managing bar operations

- Stock control
- Staff management
- Staff timetabling
- Updating product knowledge
- Training including induction
- Monitor service
- Maintain brand standards
- Customer service
- Managing resources staffing, equipment, glassware
- Responsible retailing of alcohol
- Legislation

8.2.2

Managing and dealing with different customers

- Customers under the influence of drugs or alcohol

- Underage customers
- Customer complaints
- Aggressive/inappropriate behaviour
- Large customer groups

Topic 8.3

8.3.1

Cellar and beverage storage and stock control procedures

- Ideal conditions - temperature and environmental control
- Safe and hygienic working practices when preparing kegs, casks and gas for use
- Documentation

8.3.2

Monitoring cellar and beverage storage procedures

- Cellar security
- Principles of stock rotation
- Identify trends in level of demand

Events Supervisor (303/306)

9 Manage Events

Topics

- 9.1 Legislation
- 9.2 Planning information
- 9.3 Managing resources for events
- 9.4 Financial management

Topic 9.1

9.1.1

Legislation relevant to events

- Consumer Rights Act
- Licensing Act e.g. entertainment, alcohol, temporary events
- Data Protection Act
- Food Safety Act
- Health and Safety at Work Act

Local authority regulations

- Noise
- Parking
- Waste management
- Environmental
- Insurance

Topic 9.2

9.2.1

Information sources available for planning events

- Feedback from previous clients
- Evaluation of previous events
- Competitor events
- Specialist event websites
- Financial outcomes from previous events
- Suppliers costing

Information for planning different functions to customer specific requirements

- Type of event/services available
- Location
- Logistics e.g. transportation, hiring equipment, waste management, security, facilities
- Staffing e.g. internal, specialist contractors, agencies
- Equipment
- Budget
- Suppliers

- Venue capacity e.g. access requirements, layout
- Size of event/numbers
- Legal considerations e.g. licensing
- Environmental
- Decorations /theme e.g. room layout and table plan
- Entertainment
- Food and beverages
- Marketing and promotion

9.2.2

Process of event planning

- Client brief
- Outline proposal
- Client meeting
- Client agreement
- Planning document - timings, resources, when resources delivered, contingencies
- Finalise plan - assigning staff, briefings, specific timings

9.2.3

Information needed to develop and implement event agreements

- Client brief
- Terms and conditions
- Sub-contracting e.g. entertainment, equipment hire
- Types of records to be maintained
- Procedures for record keeping
- Procedures regarding customer communications

Topic 9.3

9.3.1

Resources

- Human resources – number of staff, hours, staff costs, skill levels, part time/full time, agency, job roles
- Physical resources – stock usage, recording waste, breakages, security, equipment hire

How to manage resources for events

- Monitoring
- Physical counts
- Contracts
- Record keeping
- Time sheets
- Briefing/debriefing

Topic 9.4

9.4.1

The importance of calculating costs and adhering to budgets for events

- Maintain profit margins
- Meet budget requirements
- Making customer aware of cost implications
- Customers need to agree the price
- Monitoring costs
- Accurate record keeping

Costing

- Food and beverage
- Entertainment
- Staffing
- Equipment hire
- Licences

Useful contacts

Centres

Exam entries, Certificates,
Registrations/enrolment, Invoices, Missing
or late exam materials, Nominal roll reports,
Results

E: centresupport@cityandguilds.com

Learners

General qualification information

E: learnersupport@cityandguilds.com

Other contacts

For other contacts visit the Contact Us page
of our website

W: www.cityandguilds.com/help/contact-us

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