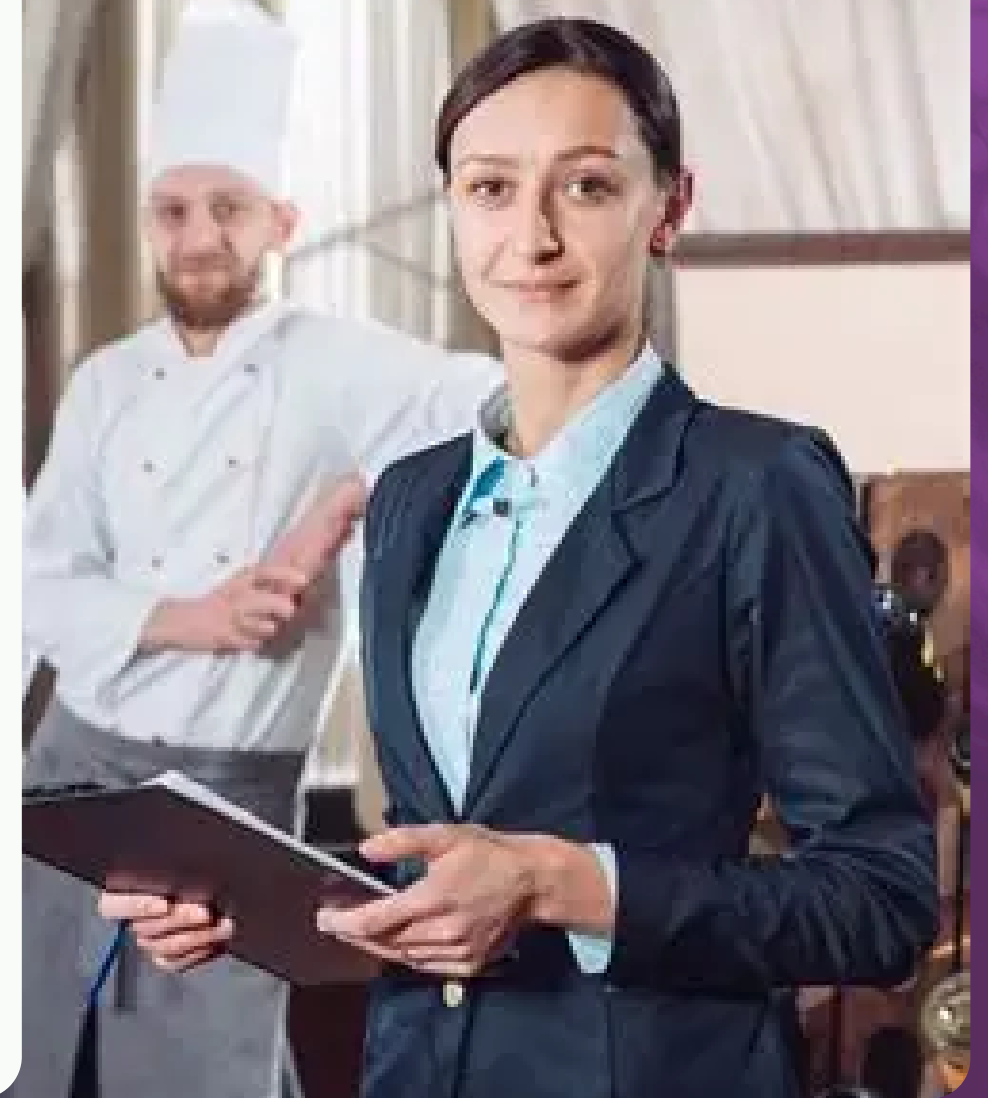


Level 4

Hospitality Manager

TYPICAL DURATION: 18 MONTHS



Role Profile

A Hospitality Manager leads teams and operations across a wide range of hospitality settings, including restaurants, cafés, bars, hotels, conference centres, banqueting venues and contract catering environments. They hold significant responsibility for delivering the business vision, meeting organisational objectives and ensuring exceptional customer experiences.

Hospitality Managers combine strong leadership, operational expertise and industry-specific knowledge to oversee day-to-day activities while motivating and developing their teams. They are highly organised, commercially aware and adept at managing people, resources and customer relationships. Above all, they thrive in a customer-facing environment, consistently striving to exceed expectations.

Qualifications

English and maths qualifications must be completed in line with the apprenticeship funding rules

Typical Job Roles

Hospitality Manager

Course Content

During the apprenticeship, learners will develop the comprehensive skills, knowledge and behaviours required to manage hospitality operations effectively and confidently. The programme covers core management principles as well as specialist pathways tailored to different operational areas.

Key areas of learning include - Leadership and People Management, Customer Experience Management, Business and Financial Operations, Commercial Awareness, Communication, Relationship Building, Operational Planning.

Apprenticeship Assessment

This Apprenticeship has 3 assessment methods.

- On demand test
- Business project
- Professional discussion

Progression Routes

Conference & Events Management

Front Office Management

House Keeping Management

Hospitality Outlet Management