

Employer Occupational Brief

A guide to apprenticeship training and on-programme assessment



Hospitality Supervisor

July 2016

Overview of the job role

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts. They typically work under pressure to supervise and work as part of a team delivering fantastic customer service and motivating a team is essential to their role.

Supervisors ensure that the customer experience is optimised whilst high standards are achieved in the provision of food and beverage services. They oversee the delivery of an efficient, high quality service, maximising profitability, achieving financial targets and ensuring business objectives are met.

Supervisors assist and support the hospitality manager role with a management presence, and assist in communication of the business objectives by attending management meetings as required. In conjunction with the manager they uphold the standards of their specific workplace.

The majority of supervisors' skills and knowledge are the same but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

This employer occupational brief is designed to bring context and expand upon the standard to assist employers and education and training providers to develop the 'on-programme' elements of an apprenticeship. It should be read in conjunction with the assessment plan to ensure full coverage of the requirements is incorporated into the learning and development phase. The statements below are designed to guide and provide examples in a general environment, additional contextualisation will often be necessary to ensure brand / organisational standards are being met.

The detail behind the apprenticeship standard:

	Knowledge ‘Know it’	Skills ‘Show it’	Behaviours ‘Live it’
Business (1)	<p>Understand own role in motivating the team to work according to the business vision and values and to achieve business targets, always focussing on the importance of providing the best service for customers</p> <ul style="list-style-type: none"> • Know the business vision, values and targets • Understand how team members work together, interact and support each other to achieve business targets and values • Understand the basis of an effective team, roles and responsibilities of team members and how team dynamics can affect the success of the team • Understand motivational techniques and the importance of fulfilling agreements to the team with regard to 	<p>Contribute to and monitor operational procedures, working practices and team performance and make recommendations for business improvements</p> <ul style="list-style-type: none"> • Effectively assist with / carry out team meetings to ensure that team members are informed of objectives and appropriate information • Encourage team members to make the best use of their abilities • Encourage team members to realise opportunities to develop their skills and increase their learning • Empower the team to solve customer problems within clear limits of their authority • Monitor operational procedures giving feedback to the team at appropriate times and in an appropriate manner 	<p>Demonstrate a personal drive to achieve the business values, vision and objectives</p> <ul style="list-style-type: none"> • Positively present a professional image of yourself and the business at all times • Demonstrate personal commitment to excellent work ethics e.g. time keeping, fulfilling agreements • Take a positive approach to achieve the objectives of the business and actively support the team members to do the same

	<p>support, training and development to achieve targets and objectives.</p>	<ul style="list-style-type: none"> • Identify potentially difficult situations and provide support to team and manager where appropriate • Identify potential conflict and take action to reduce or eliminate them 	
Business (2)	<p>Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work</p> <ul style="list-style-type: none"> • Understand key performance indicators which support the profitability of the business • Understand financial targets, techniques and opportunities for increasing sales in the business • Understand data which informs the cost of resources e.g. staff, commodities, energy • Understand where wastage can occur and how to encourage a culture of minimising waste and energy saving within the business 	<p>Operate within budget, exercising strict resource control and minimising wastage, using appropriate techniques to manage and control costs</p> <ul style="list-style-type: none"> • Use methods of financial control appropriate to the style of the business • Work using recommended techniques to meet or exceed financial targets • Work using methods that will enhance sales and reduce costs for the business while delivering excellent customer service • Handle operations appropriately to minimise the risk of financial loss 	<p>Operate astutely and credibly on all matters that affect business finance</p> <ul style="list-style-type: none"> • Operates astutely and credibly to maximising sales opportunities, reducing waste, costs and retaining customers. Where appropriate take opportunities to upsell <p>Higher level behaviours</p> <ul style="list-style-type: none"> • Use own initiative to implement operations which impact sales, waste reduction, cost efficiency or customer retention

<p>Business (3)</p>	<p>Understand how own business area interacts with others and the organisation as a whole</p> <ul style="list-style-type: none"> • Know own business vision, values and targets • Understand qualitative feedback collated from team and customers and how to use the information to improve / streamline products or services • Know how to carry out a SWOT analysis (individual and team) and how to use the information to make improvements • Know the benefits of a personal development plan, the improvements that can be made to the individual and the business 	<p>Supervise the delivery of a quality service that supports the department in achieving overall business objectives</p> <ul style="list-style-type: none"> • Liaise with other relevant people and departments to ensure the achievement of business and team objectives • Set targets for day to day operations and contribute to setting targets and objectives for performance improvement • Monitor the work areas and quality of service and take prompt and effective action to deal with any problems • Evaluate the effectiveness and impact of development undertaken 	<p>Operate with a quality focus to achieve the best for the business</p> <ul style="list-style-type: none"> • Demonstrate passion for the business and pride in delivering quality service • Demonstrate drive and commitment to achieving business objectives • Proactively takes opportunities that will develop self (internal or external)
<p>Business (4)</p>	<p>Know the standard business operating procedures</p> <ul style="list-style-type: none"> • Understand specific regulations and codes of practice and how to obtain 	<p>Monitor the team to ensure they follow processes and procedures in line with business / brand standards at all times</p>	<p>Positively support the benefits of working within standard business operating procedures</p> <ul style="list-style-type: none"> • Encourage team members to follow all business operating

	<p>them to ensure procedures are kept up-to-date</p> <ul style="list-style-type: none"> • Know the organisation's procedures and standards for service and customer care and how to ensure that staff follow these • How to identify, deal with and report breaches of legislation, regulations and codes of practice • How to correct and report failures according to organisational standards and procedures 	<ul style="list-style-type: none"> • Monitor the team to ensure that procedures, standards, conduct and presentation meets organisational requirements and standards • Ensure staff have the skills, knowledge and resources they need when they need them and encourage staff to ask questions if there is information that they do not understand • Monitor and review procedures and communications to ensure the service meets the needs of customers and the business 	<p>procedures and proactively promote these at all times.</p> <ul style="list-style-type: none"> • Lead by example to demonstrate the effectiveness of business operating procedures
Business (5)	<p>Understand how to identify, plan for and minimise risks to the business and service</p> <ul style="list-style-type: none"> • Understand the process of hazard analysis / risk assessment and how implementation of appropriate controls can minimise risks to the business and service 	<p>Identify and isolate matters of concern, establish the cause and intervene accordingly to minimise disruption to the service and risk to people</p> <ul style="list-style-type: none"> • Monitor the service to enable swift intervention in matters of concern, minimising disruption and risk to staff or customers 	<p>Be solution focussed and remain calm under pressure, adopting a constructive attitude to dealing with problems and driving a positive outcome</p> <ul style="list-style-type: none"> • Operates in an accountable manner taking ownership for

	<ul style="list-style-type: none"> • Know how to identify trends in levels of demand which may influence resource requirements 	<p>Higher level skills</p> <ul style="list-style-type: none"> • Identify potentially difficult situations and provide support to manager and training to the team where appropriate 	<p>actions and their implications on the business</p>
<p>Business (6)</p> <p>Technology varies from business to business. Apprentices should be able to effectively utilise whatever technology is available at their place of work, but should also have a general awareness of what technology is being commonly utilised in the industry, for example via trade press, demonstrations or trade shows</p>	<p>Understand how a variety of technologies support the delivery of hospitality products and services</p> <ul style="list-style-type: none"> • Understand the variety of technologies used within the business area • Identify how the technology used in the business area supports effective and efficient hospitality service • Know how to use appropriate technology correctly 	<p>Use available technology effectively in all work activities and performance</p> <ul style="list-style-type: none"> • Identify technologies in the work place and use them effectively • Follow procedures and instructions to use technology safely and efficiently • Know what to do and who to contact if the technology fails 	<p>Champion the responsible use of technology</p> <ul style="list-style-type: none"> • Ensure that the team correctly use the technology appropriate to their role • Take action quickly and decisively if issues occur • Encourage the learning of technologies among the team and develop a culture of embracing new technologies where applicable

<p>Business (7)</p>	<p>Understand legislative requirements, their implications and applications in hospitality businesses</p> <ul style="list-style-type: none"> • Understand the legislative requirements relating to the business area • Know how to apply the legislative requirements to the job role and that of the team • Know the implications of failing to comply with legislations and what to do in the event of a breach of legislation 	<p>Monitor and ensure compliance to legislative requirements in all work activities</p> <ul style="list-style-type: none"> • Follow procedures to ensure compliance at all times • Identify and analyse risks, using appropriate controls to minimise • Monitor the team to ensure compliance at all times 	<p>Advocate and adhere to the importance of working safely and legally in the best interest of all people</p> <ul style="list-style-type: none"> • Lead by example to demonstrate the effectiveness of compliance • Deal with issues calmly and efficiently in line with organisation procedures
<p>People (1)</p>	<p>Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand</p> <ul style="list-style-type: none"> • Understand the roles and responsibilities of team members • Know the level of staffing resources required to meet customers' needs and business objectives 	<p>Plan, resource and organise the team to meet expected levels of customer demand within business constraints</p> <ul style="list-style-type: none"> • Effectively plan and organise the team to meet the business needs and those of the customer • Clearly communicate accurate and relevant information to allow team members to operate the hospitality service efficiently 	<p>Contribute to the review process, being aware of the individual needs of the team</p> <ul style="list-style-type: none"> • Strengthen team dynamics by using the review process to encourage and motivate the team further

	<ul style="list-style-type: none"> • Know how to identify trends in levels of demand which may influence resource requirements 	<ul style="list-style-type: none"> • Monitor and review the service, providing feedback to enhance and improve performance 	
People (2)	<p>Understand how to work with hospitality team members to achieve targets and support business objectives</p> <ul style="list-style-type: none"> • Understand how work objectives are agreed and recognise the benefits they can bring to the individual and the business • Know how own roles and responsibilities impact on team goals • Understand the benefits of performance improvement to individuals and the business 	<p>Set realistic but challenging objectives with the team and work continuously to accomplish the best results</p> <ul style="list-style-type: none"> • Set targets and objectives for performance improvement • Work with the team to identify and plan realistic, yet challenging development / training opportunities • Review and evaluate the effectiveness and impact of the development / training undertaken 	<p>Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach</p> <ul style="list-style-type: none"> • Take ownership of own performance and personal development • Demonstrate drive and commitment at all times
People (3)	<p>Know how to select the best methods of communication to motivate and support team members in a hospitality environment</p> <ul style="list-style-type: none"> • Understand different methods of communication, when to use them and 	<p>Demonstrate effective methods of communication that achieve the desired results, taking action to correct poor communication within the team</p>	<p>Strive to continuously improve the effectiveness of personal communications</p> <ul style="list-style-type: none"> • Build effective working relationships with all team members

	<p>in which situation they are most effective</p> <ul style="list-style-type: none"> • Know which methods of communication are best used to positively motivate a team • Understand ways in which teams work together, interact and provide support to each other to meet business objectives • Understand the implications when team members do not work together 	<ul style="list-style-type: none"> • Determine when and how to communicate matters that have implications on the business objectives • Share information and knowledge with the team, selecting the most appropriate time and method of communication • Adapt communication according to the needs of the individual • Identify potential areas of conflict and recommend action to reduce or eliminate them • Identify disagreements between colleagues and respond in a way that minimises the impact on the team, customers and business <p>Higher level skills</p> <ul style="list-style-type: none"> • Identify procedures for disciplinary or grievance actions according to business policy. 	<ul style="list-style-type: none"> • Lead by example through a professional, positive approach to all work activities
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		<ul style="list-style-type: none"> Take part in the planning and delivery of team meetings using the most effective communication methods 	
People (4)	<p>Identify the knowledge and skills required of hospitality teams; know how own team fits within the wider business and how to maximise team members' potential to drive the best results for the business</p> <ul style="list-style-type: none"> Know the business values, vision, objectives and brand standards Understand how objectives relate to own role in the business Know where to find information regarding products / service provision and the importance of keeping up to date Know the benefits of performance improvement to the individual and the business 	<p>Actively support team members to maximise potential in their role and identify opportunities for development</p> <ul style="list-style-type: none"> Actively support the team to deliver excellent customer service Set targets and individual objectives which benefit team members and the business Monitor and review service and personal development plans to determine effectiveness and impact of development 	<p>Encourage team members to see the importance of their role within the wider business and opportunities for development</p> <ul style="list-style-type: none"> Proactively encourage and monitor the development of team members Actively support team members' learning

	<ul style="list-style-type: none"> • Know how to identify learning needs to improve performance 		
Customers (1)	<p>Understand the importance of customer profiles, how to build them and understand how this enables the business to meet their needs profitably and in line with business / brand standards</p> <ul style="list-style-type: none"> • Understand typical customer profiles of the business, how an organisation builds them and the importance of the information they provide • Understand how the business uses customer profiles to exceed customer expectations while remaining profitable and retaining brand standards • Understand the importance of repeat business and ways to encourage customer loyalty 	<p>Coordinate the team to deliver to customers according to their needs in line with business / brand standards, enhancing their experience where appropriate</p> <ul style="list-style-type: none"> • Deliver excellent customer service in line with the business values and brand standards • Ensure that the team maximise every opportunity to interact positively with customers • Utilise customer profiles to ensure that customer needs are met and offering options that will exceed their expectations 	<p>Proactively encourage a customer centric culture</p> <ul style="list-style-type: none"> • Demonstrate a genuine interest in customer service • Present yourself and the business positively at all times <p>Higher level behaviour</p> <ul style="list-style-type: none"> • Take a positive approach to receiving feedback, learning from the experience and improving own customer service offer
Customers (2)	<p>Know the marketing and sales activities of the business and how to support them to achieve the desired outcome</p>	<p>Implement sales and marketing strategies in own area, ensuring team are fully supported to deliver them. Make suggestions for future sales and</p>	<p>Be proactive in supporting sales and marketing activities</p>

	<ul style="list-style-type: none"> • Know the business vision, values and targets • Understand how the business is positioned in the wider market alongside competitors • Know how to promote products and services to achieve business objectives 	<p>marketing activities within area of responsibility</p> <ul style="list-style-type: none"> • Implement sales and marketing activities for products or services to support the business objectives • Ensure that the team have the correct information, techniques and resources to effectively implement the chosen sales and marketing strategy <p>Higher level skills</p> <ul style="list-style-type: none"> • Use own initiative to make recommendations to improve customer experience 	<ul style="list-style-type: none"> • Take every opportunity to promote the products / services of the business • Demonstrate a positive, proactive manner towards sales and marketing opportunities <p>Higher level behaviour</p> <ul style="list-style-type: none"> • Show a personal interest in keeping up to date with competitors' offer (product, price and service) • Contribute ideas to management on how to enhance existing business offer
<p>Customers (3)</p>	<p>Understand the requirements of the product and brand standards of the business</p> <ul style="list-style-type: none"> • Understand the importance of the business brand standards in relation to 	<p>Actively promote the brand and product; and consistently maintain the highest standards</p> <ul style="list-style-type: none"> • Interact with customers and team to build a rapport that 	<p>Demonstrate a belief in the brand and product the business offers</p> <ul style="list-style-type: none"> • Positively present the business brand standards in

	<p>the products / services offered in specific business area</p>	<p>demonstrates understanding of the business vision, values and brand standards</p> <ul style="list-style-type: none"> • Use services, products and techniques that deliver the brand standards • Carry out activities in a manner which promotes the value of the business brand standards 	<p>all communication with stakeholders</p> <ul style="list-style-type: none"> • Conscientiously protect the reputation of the business by delivering brand standards at all times <p>Higher level behaviour</p> <ul style="list-style-type: none"> • Being proud and passionate as a brand ambassador
Leadership (1)	<p>Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses</p> <ul style="list-style-type: none"> • Know the different theories, models and styles of leadership and supervisory management skills and how to select and successfully apply these to different people and situations. • Understand the effect that different leadership styles and supervisory management skills can have on the team, business area and organisation 	<p>Use leadership styles and supervisory management skills appropriate to the business and situation</p> <ul style="list-style-type: none"> • Use a range of leadership styles and supervisory management skills appropriate to different people and situations • Demonstrate how you have adapted leaderships styles effectively 	<p>Lead by example to maximise performance</p> <ul style="list-style-type: none"> • Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation <p>Higher level behaviours</p> <ul style="list-style-type: none"> • Communicate a vision that inspires enthusiasm and commitment

			<ul style="list-style-type: none"> Focus personal attention on specific details that are critical to achieving successful results
Leadership (2)	<p>Understand how to work fairly with individuals that have diverse needs</p> <ul style="list-style-type: none"> Understand diverse cultures, abilities and backgrounds Know the implications of diversity and equality legislation Understand the importance of and know how to follow business policies regarding equality and diversity Know what demographics of customers, staff and the local area mean in relation to business products and services 	<p>Ensure team members are aware of and follow policy relating to diversity</p> <ul style="list-style-type: none"> Ensure that the team understand the importance of and know how to follow business policies regarding equality and diversity 	<p>Act as a role model operating in an empathic, fair and consistent professional manner</p> <ul style="list-style-type: none"> Demonstrate fairness, integrity and equality in all work activities Lead by example to positively present self and business
Food & Beverage Supervisor (1)	<p>Understand the basic principles of menu design, layout and presentation; know the specifications of menu items, how to</p>	<p>Ensure menus and promotional materials are up to date and presented accurately to the customer by the</p>	

	<p>match food and beverages and how to keep up to date with trends in food and beverages</p> <ul style="list-style-type: none"> • Know menu styles and the factors which impact menu planning and design • Understand the information which must be included on a menu • Understand menu and dish composition • Understand the benefits of menu knowledge in terms of ingredients, cooking methods and dietary needs • Know the principles of food and beverage pairing • Know where to access up to date information on current trends in food and beverage 	<p>team in line with business / brand standards and customer needs. Brief team on menu items and ensure customers are provided with helpful information and recommendations on food and beverages</p> <ul style="list-style-type: none"> • Ensure that the team have the correct menus and dish information to be able to deal with customer requests in the correct way according to brand standards • Brief the team to ensure that they maximise every opportunity to interact positively with customers providing helpful information and recommendations regarding menu items 	<p>Demonstrate passion for high quality food and drink products and service</p> <ul style="list-style-type: none"> • Demonstrate drive and commitment at all times • Positively presents the business brand standards in all communication with stakeholders • Demonstrate a full knowledge and understanding of all the food and drinks products and services
<p>Food & Beverage Supervisor (2)</p>	<p>Know how to keep up to date, source information and brief the team on service requirements, special requests that will impact on service, promotions and details</p>	<p>Prepare food and beverage service areas in good time ensuring all resources are available and ready for use; ensure team provide efficient,</p>	

	<p>on specials, dish content and beverage product features</p> <ul style="list-style-type: none"> • Know who and where to access up to date, accurate information regarding service requirements and special customer requests • Understand the importance of customer service and loyalty • Know current promotions and how to promote products and services to achieve customer needs and business objectives • Know the most up to date legislation in relation to products and services 	<p>accurate and effective service in line with service style meeting customer needs and business / brand standards.</p> <ul style="list-style-type: none"> • Supervise the preparation of the food and beverage areas to ensure all resources are available, clean, sufficient, undamaged and ready for use • Ensure that all customer areas, promotional materials and menus are available, clean and correct • Monitor the food and beverage service areas and quality of service to ensure accurate and effective service in line with customer needs and brand standards • Demonstrate that you have up to date knowledge on current legislation in relation to products and services 	
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<p>Bar Supervisor (1)</p>	<p>Understand how to keep bar operations running smoothly and deal with any customer concerns, identifying where potential conflict could occur, in accordance with the law</p> <ul style="list-style-type: none"> • Know current, relevant legislation relating to licensing, weights and measures and trades description • Understand why all information given to staff and customers must be accurate, particularly in relation to strength of drinks, special offers and promotions • Know the correct techniques, equipment and service brand standard for pouring and serving drinks • Know how to respond to someone who may be under the influence of drugs or excess alcohol 	<p>Coordinate an effective bar service, ensuring licensing laws are adhered to at all times, customer issues are dealt with and potential conflict minimised</p> <ul style="list-style-type: none"> • Supervise the preparation of the bar areas to ensure all resources are available, clean, sufficient, undamaged and ready for use • Ensure that all customer areas, promotional materials and menus are available, clean and correct • Monitor the bar service areas and quality of service to ensure accurate and effective service in line with customer needs, brand standards and licensing laws • Monitor the bar service to enable swift intervention in matters of concern, minimising disruption and risk to staff or customers 	<p>Take a responsible approach to selling licensed products, and deal with conflict calmly and safely</p> <ul style="list-style-type: none"> • Operate in an accountable manner taking ownership for actions and their implications on the business • Conscientiously protect the reputation of the business by delivering brand standards and legal compliance at all times • Deal with issues calmly and efficiently in line with organisation procedures
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<p>Bar Supervisor (2)</p>	<p>Recognise the importance of monitoring cellar and beverage storage procedures to optimise beverage quality in line with business requirements; know how to monitor stock rotation and levels of demand to ensure sufficient stocks are available for service</p> <ul style="list-style-type: none"> • Understand the importance and ideal conditions of cellar security, temperature and environmental control • Know safe and hygienic working practices when preparing kegs and gas for use • Understand the principles of stock rotation, how to tell if stock is out of condition or out of date and why this is important • Know how to identify trends in levels of demand which may influence resource requirements 	<p>Maintain and monitor the cellar and beverage storage and cellar/wine dispense</p> <ul style="list-style-type: none"> • Monitor the beverage storage areas for cleanliness, condition, security and effective working order • Deal with incidents or discrepancies immediately and efficiently 	
<p>Housekeeping supervisor (1)</p>	<p>Know how to allocate tasks and timescales on a daily basis to ensure areas are cleaned in line with business requirements; know</p>	<p>Coordinate team and allocate tasks on a daily basis to ensure positive presentation and image of the business</p>	<p>Set examples of cleanliness and presentation, and have the</p>

	<p>how to ensure team follows procedures for responsible use of cleaning materials and equipment in line with business requirements</p> <ul style="list-style-type: none"> • Understand the roles and responsibilities of team members, the level of staffing resources required to meet customers' needs, business trends and business objectives • Understand how to plan work activities, tasks, objectives and timescales to meet the needs of the customer and business objectives • Know the correct chemicals, equipment and techniques required to clean areas in line with safety and brand standards • Know how legislation affects the housekeeping procedure 	<p>within allocated timescales ensuring business / brand standards are maintained</p> <ul style="list-style-type: none"> • Allocate tasks appropriately to ensure the systematic cleaning of all areas occurs • Supervise the cleaning of all areas to ensure customer and business / brand standards are maintained • Monitor the housekeeping areas and quality of service to ensure accurate and effective service in line with customer needs and brand standards 	<p>confidence to deal with issues effectively and promptly</p> <ul style="list-style-type: none"> • Presents self, the business and the brand positively at all times • Deal with issues calmly and efficiently in line with organisation procedures • Recognise recurring problems and promote changes to structures, systems and processes to resolve these
<p>Housekeeping supervisor (2)</p>	<p>Understand how to monitor standards and identify, prioritise and deal with maintenance, repairs and refurbishment issues</p>	<p>Monitor standards of cleanliness and identify maintenance, repairs and refurbishment requirements,</p>	

	<ul style="list-style-type: none"> • Understand how to monitor work and use of resources against standards set • Know how to identify maintenance, repair and refurbishment issues; the completion and storage of accurate records 	<p>communicating them to the relevant person(s)</p> <ul style="list-style-type: none"> • Monitor the housekeeping service to enable swift intervention in matters of concern, minimising disruption and risk to staff or customers • Ensure that issues of maintenance, repair or refurbishment are communicated to the relevant person to ensure swift resolution to the issue 	
<p>Concierge Supervisor (1)</p>	<p>Know how to collect and keep up to date information on local services and know how to communicate these to customers in a way they are understood e.g. places of interest, travel options, places to eat and drink</p> <ul style="list-style-type: none"> • Know where to access and store up to date information regarding a range of services in your area 	<p>Maintain information on expected customer requirements including local services and travel options. Efficiently source information not readily available when needed, regularly review sources and develop effective networks</p> <ul style="list-style-type: none"> • Ensure that the team follow the portering and concierge procedures, maintain the 	<p>Actively keep knowledge up to date to be able to give customers useful and up to date information which enhances their stay</p> <ul style="list-style-type: none"> • Positively present a professional image of yourself and the business at all times • Take a positive approach to achieve the objectives of the

	<ul style="list-style-type: none"> • Know the process for procurement of additional products and services in order to meet customer's needs and brand standards • Understand methods of communication and which methods are best suited to different circumstances and customers 	<p>appearance of the lobby area, conduct and present themselves according to organisational requirements and standards</p> <ul style="list-style-type: none"> • Ensure that the team use effective methods to gather, store and retrieve information • Regularly review sources and develop effective networks to continually improve the service offered to the customers • Ensure that the team regularly update their knowledge on the local area and attractions 	<p>business and actively support your team members to do the same</p> <ul style="list-style-type: none"> • Demonstrate passion for the business and pride in delivering quality information and service which enhances the customer experience
<p>Concierge Supervisor (2)</p>	<p>Identify how to maintain secure storage systems for customers and recognise their importance to upholding customer confidence and business reputation</p> <ul style="list-style-type: none"> • Know the relevant legislation regarding security and confidentiality when storing customer items 	<p>Maintain a secure system for the storage of customers' luggage and other personal items</p> <ul style="list-style-type: none"> • Monitor the storage of customer items in line with organisational procedures • Ensure that the team follow agreed procedures and legislation to 	

	<ul style="list-style-type: none"> Understand the importance of security and confidentiality and the importance of integrity and discretion, upholding customer confidence and business reputation 	<p>maintain security and confidentiality of customer items</p>	
<p>Concierge Supervisor (3)</p>	<p>Identify the porter and parking / valet and transport services offered by the business and know how to communicate relevant available options clearly to customers</p> <ul style="list-style-type: none"> Know the portering, parking and valet services available within the business area Understand the methods of communication used to convey information regarding services efficiently and effectively to customers and staff 	<p>Coordinate the porter service and parking / valet and transport services offered by the business</p> <ul style="list-style-type: none"> Ensure that the team correctly identify customer needs and requirements and book services in line with the business standards Monitor the porter service ensuring that customers are provided with accurate details of the booking and of any alternatives offered Review and evaluate customer and staff feedback to improve the service offered 	

<p>Front Office Supervisor (1)</p> <p>check-in and check-out are commonly used terms for the arrival and departure of guests; however as the customer experience and expectations change this competence recognises that arrival and departure can occur at various times and in various ways. The principles of a traditional check in and check out must be understood for transferability, but from a skills perspective competence must be demonstrated within the systems and procedures of the employer.</p>	<p>Understand how to implement, and the importance of, check-in, check-out and reservation procedures to ensure they are efficient and reliable for customers</p> <ul style="list-style-type: none"> • Know the business procedures for delivering reception operations including arrival, departure and reservations • Understand the importance of efficient and reliable procedures 	<p>Coordinate efficient check-in, check-out and the reservation procedures if applicable in own role</p> <ul style="list-style-type: none"> • Ensure the team follow the reception procedures and maintain the reception area according to organisational requirements and standards • Ensure the reception service complies with legal requirements, industry regulations, professional codes and organisational policies 	<p>Demonstrate consistently high standards of personal presentation</p> <ul style="list-style-type: none"> • Model behaviour that shows respect, helpfulness and co-operation • Make best use of available resources and proactively seek new sources of support when necessary
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<p>Front Office Supervisor (2)</p>	<p>Identify the standards of personal presentation, recognise their importance to positive customer first impression and know how to ensure team uphold them</p> <ul style="list-style-type: none"> • Know the personal presentation standards of the business and recognise the effect customer first impressions can have in achieving the business objectives • Understand the methods of communication used to convey information regarding services efficiently and effectively to customers and staff 	<p>Motivate the team to present a professional image at all times as the first point of call for most customers</p> <ul style="list-style-type: none"> • Encourage the team to conduct and present themselves according to organisational requirements and standards • Demonstrate a clear understanding of different customers and their real and perceived needs and make sure the team communicate with customers in a manner that promotes goodwill and understanding 	
<p>Front Office Supervisor (3)</p>	<p>Know how to source information, keep up to date with and brief team on customer requirements; understand how to implement and the importance of procedures to maintain customer confidentiality in line with legislation and business requirements</p>	<p>Coordinate customer requirements , providing accurate information and maintaining customer confidentiality at all times</p> <ul style="list-style-type: none"> • Use effective methods to gather, store and retrieve information, accurately complete the required 	

	<ul style="list-style-type: none"> • Understand the requirements for processing personal and sensitive data and the legislations which cover these • Know where to source information regarding customers profiles, histories and personal requirements 	<p>records and report on performance to support the service according to the organisation's procedures</p> <ul style="list-style-type: none"> • Monitor the quality of work and progress against plans and take effective action to manage problems that may disrupt the reception service when they occur 	
Events Supervisor (I)	<p>Identify the information required and know how to source, evaluate and use it to plan events which meet customer and business requirements</p> <ul style="list-style-type: none"> • Know the variety of information required to plan different types of functions including: customers' specific requirements, staffing, equipment, budget, venue capacity & other specifications • Understand what the organisation's product is and what services are available to the customer 	<p>Support event planning and coordinate events in line with customer requirements, communicating appropriately with a variety of organisations such as suppliers and exhibitors</p> <ul style="list-style-type: none"> • Communicate gathered information to the team including customer requirements, budgets, constraints and responsibilities • Supervise the organisation of outside contributors to the event 	<p>Is highly organised and proactive, anticipating and solving problems quickly to ensure stakeholder satisfaction</p> <ul style="list-style-type: none"> • Take a positive approach to achieve the objectives of the business and actively support the team members to do the same • Lead by example through a professional, positive approach to all work activities

	<ul style="list-style-type: none"> • Know the types of specific requirements the customers may have, for example, for food, drinks, marketing or table planning • Know sources of reliable information and how to ensure the effective, efficient and safe organisation of appropriate products and services to support a variety of functions 	<p>ensuring that the customers' and the business needs are met</p>	<ul style="list-style-type: none"> • Demonstrate a genuine interest in customer service through reading related trade publications, monitoring the competitors offering, researching ideas on social media platforms and taking part in forums • Recommend new initiatives to management in relation to customer service • Prioritise objectives and make best use of time and resources
<p>Events Supervisor (2)</p>	<p>Understand how to develop and implement an event agreement to meet customer needs during the event</p> <ul style="list-style-type: none"> • Understand how to manage the available resources for events to meet customer and business requirements • Know the types of records that should be maintained for functions and the organisation's procedures regarding how information about the function should be communicated to customers 	<p>Act as the main point of contact for customers during the event to ensure their requirements are met according to the event agreement</p> <ul style="list-style-type: none"> • Ensure that the function venue is inspected and has been prepared in line with customer requirements and to the standard agreed • Make sure that the equipment and materials needed for the function are on site in good time and are available to the staff that will need 	<p>Higher level behaviours</p> <ul style="list-style-type: none"> • Take personal responsibility for making things happen, anticipating and solving problems quickly to ensure stakeholder satisfaction

	<ul style="list-style-type: none"> • Know why it is important to communicate an event agreement with the organiser of the function and how this should be done 	<p>to use them</p> <ul style="list-style-type: none"> • Communicate the necessary legal and other information clearly to customers, and liaise with the relevant people throughout the function to make sure that the arrangements meet customer requirements 	
Events Supervisor (3)	<p>Understand the budget requirements for the event and know how to ensure these are adhered to and accurate records kept</p> <ul style="list-style-type: none"> • Know how to calculate costs for event resources and the importance of communicating these accurately to the customer • Understand the need to adhere to budgets and why the accurate recording of information is important 	<p>Maintain a record of expenses and adhere to the budget set by the customer</p> <ul style="list-style-type: none"> • Complete all record of expenses documents in line with the organisation's procedures, adhering to the budget set by the customer 	

<p>Hospitality Outlet Supervisor (1)</p>	<p>Identify the correct levels of stock and consumable items to ensure sufficient for customer demand</p> <ul style="list-style-type: none"> • Know the resources required in own area of responsibility and understand how to check their availability, sufficiency and suitability • Understand the importance of working within agreed spending limits, your organisation's financial targets and the procedures that need to be followed in you need to go beyond these limits • Know own organisation's policies for ordering, using resources, controlling waste and recycling • Know the organisation's recommended suppliers • Know normal consumption levels for the business and how to work out the correct resources required 	<p>Coordinate operations to ensure equipment and display areas are stocked and presentable</p> <ul style="list-style-type: none"> • Supervise the preparation of the display areas to ensure all resources are available, clean, sufficient, undamaged and ready for use • Ensure that all customer areas, promotional materials and menus are available, clean and correct 	<p>Demonstrate commercial awareness</p> <ul style="list-style-type: none"> • Takes a positive approach to achieve the objectives of the business and actively support team members to do the same • Operates astutely and credibly to upsell, maximising sales opportunities, reduce waste, reduce costs and retain customers • Takes personal responsibility for making things happen
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<p>Hospitality Outlet Supervisor (2)</p>	<p>Understand the importance of opening, monitoring and closing procedures to the efficient running of the outlet</p> <ul style="list-style-type: none"> • Know how to ensure that the resources of personal responsibility are stored and handled correctly, safely and securely • Know what records are required by the organisation regarding resources monitoring • Understand the advantages and the importance of using stock control systems, how to count, check and monitor the use of resources • Know how to encourage the efficient use of resources, keeping waste to a minimum and why this is important 	<p>Open, monitor and close the outlet following business procedures</p> <ul style="list-style-type: none"> • Monitor the service, quality, opening and closing of the business area to ensure accurate and effective service in line with customer needs, brand standards and business objectives • Monitor the outlet service to enable swift intervention in matters of concern, minimising disruption and risk to staff or customers 	
<p>Hospitality Outlet Supervisor (3)</p>	<p>Understand how to maintain effective displays and recognise their importance on sales and brand / business reputation</p> <ul style="list-style-type: none"> • Know the business vision, values, targets and brand standards 	<p>Maintain the brand and business standard at all times, identifying possible areas for improvement</p>	

	<ul style="list-style-type: none">• Know how to display products and services to achieve business objectives and meet brand standards• Understand the importance of maintaining brand standards and business reputation	<ul style="list-style-type: none">• Monitor the business area to ensure that the business brand standards are achieved• Evaluate and review the products and service, providing feedback to enhance and improve business performance	
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