



LEVEL 4 HOSPITALITY MANAGEMENT

Your learning journey will cover many aspects such as; managing the performance of teams and individuals, working as part of a hospitality management team to achieve strategic goals, managing compliance with regulatory and legislative requirements, and managing own professional development within an organisation.

You may also choose optional units covering different areas of hospitality management, such as; recruitment and selection of hospitality staff and use of customer service as a competitive tool, kitchen management, front of house reception, accommodation management and food and beverage service.

WHO IS IT FOR?

Designed for people employed in management or supervisory roles in the hospitality industry who need to develop or consolidate their skills.

ENTRY

If an apprentice has not already achieved Level 2 English and Maths they are expected to study for them and take the tests via our Essential Skills programme, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

DURATION

24 months.

PROGRESSION

Progression from this apprenticeship is expected to be into a higher management role.

TRAINING OFFICERS

Cambrian Training's Training Officers will visit on a regular basis and carry out assessments while you carry out your routine tasks at work. All work produced will be signposted so that employers/ apprentices data will be fully protected. There will also be a knowledge element to all apprenticeships which can be generated through assessment, written questions or can be recorded digitally.



Course Units

You will need to complete the 4 mandatory Units and 5-7 optional job role related units

MANDATORY UNITS	
Manage performance of teams & individuals	
Work as part of hospitality management team to achieve strategic goals	
Manage compliance with regulatory & legislative requirements in hospitality	
Manage own professional development within an organisation	

OPTIONAL UNITS GROUP A	
Manage purchasing costs in hospitality	Manage physical resources
Manage the payroll costs of hospitality team	Implement change in own area of responsibility
Manage staffing rotas for hospitality team	Manage a grievance procedure
Manage feedback from customers of hospitality services	Know how to follow disciplinary procedures
Manage a team meeting	Manage a budget for own area of activity of work
Recruit & select hospitality staff	Handle referred customer complaints
Devise & implement training & development plans	Use customer service as a competitive tool
Information systems management in hospitality	Organise the promotion of additional services or products to customers
Determine market opportunities for hospitality services	Review the quality of customer service
Maximise sales & profit from hospitality services	Manage the environmental impact of work activities
Manage operational aspects of hospitality premises refurbishment programmes	Employment rights & responsibilities in the hospitality, leisure, travel & tourism sector
Manage Supplier contracts	
Manage hospitality functions	



OPTIONAL UNITS GROUP B	
Design, implement & manage food safety management	Implement & manage housekeeping procedures in hospitality
Develop & create innovative dishes & recipes	Manage the security & privacy of hospitality guests
Develop menus to meet the organisation's cost requirements	Manage room availability to maximise revenue potential
Manage presentation & portion size of dishes	Monitor maintenance & repair work within a hospitality premises
Manage a team to prepare, cook & present food	Manage the provision of additional services
Current hospitality industry & food trends	Manage the linen service
Plan & design food production areas	Manage the supply of uniforms & housekeeping of staff areas
Manage customer profile information to improve service	Manage a food & beverage service
Manage statutory fire & security procedures for a hospitality establishment	Manage organisation of food & beverage service area
Manage arrivals & departures of guests to maximise revenue	Develop beverage lists to complement menus
Manage the billing & payment processes	Manage the production & presentation of menus
Manage front of house & guest relations	Manage cellar & beverage operations
Manage the reservation systems	Develop enhanced levels of food & beverage service

BTEC Level 4 Diploma in Principles of Hospitality Management

The BTEC Award will be completed using written assignments

MANDATORY UNITS	OPTIONAL UNITS (3 UNITS)	OPTIONAL UNITS (1 UNIT)
Understand the Market in which an Organisation operates	Understand how to develop hospitality teams	The principles of food safety management for catering
Understanding Leadership & Management in Hospitality Organisations	Principles of financial performance management in hospitality operations	Understand how to plan & manage kitchen operations
Understanding how to comply with Legal & Regulatory requirements within Hospitality Organisations	Understand how to manage the provision of customer service in hospitality organisations	The principles of food & beverage operations management
	Understanding how to effectively manage the sales of hospitality services	The principles of bar & cellar management
	Understand how to maximise the efficient use of physical resources	The principles of rooms divisions operations management
		The principles of hospitality accommodation management

In partnership with:

FOR MORE INFORMATION CONTACT OUR BUSINESS DEVELOPMENT OFFICER, CARYS EVANS:
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Cambrian Training
Hyfforddiant Cambrian®

HOW THE APPRENTICESHIP PROGRAMME WORKS...

INDUCTION

Initial Assessment & Induction Paperwork

To start an apprenticeship with CTC, you will first need to take a literacy & numeracy assessment to enable us to assess your existing level and then provide the appropriate level of support.

We will then discuss your apprenticeship route to make sure it matches your needs.

We will then take some personal details and identification to complete your application.

Learning Plan & Set Up

In order to make sure your learning goes to plan, we create an individual learning plan, while giving you access to the following online platforms;

E-portfolio Essential Skills Health & Safety Level 2

By using online platforms and the latest technology, you can access your learning 24/7. You will need an email address to access these platforms.

DELIVERY

Apprenticeship Framework

Your apprenticeship consists of several elements;

QCF Portfolio Technical Certificate Essential Skills Rights and Responsibilities Health & Safety

You will be visited regularly by your Training Officer who will assess, support and provide guidance in your workplace.

Support & Ownership

Our qualified training team will be on-hand to support you throughout your learning journey. You have complete ownership of your learning and are responsible for building an e-portfolio of evidence towards your qualification.

Online resources are available to help you study and learn. There are also opportunities to attend and compete at various events and competitions, e.g. Worldskills Competitions

CERTIFICATION & PROGRESSION

Certification

Upon completion of your apprenticeship framework and all its elements, you will receive your certificates of achievement.

You will receive a framework certificate, as well as a certificate for each certified qualification element.

Progression

Your learning journey doesn't have to stop here...

You have acquired new skills and knowledge and may want to progress further?

Ask your Training Officer today for progression details.

