

# HOSPITALITY & CATERING CAREERS:

## Restaurant Supervisor

### WHERE TO STUDY?

If you are between 16–19 years-old you can enrol in your local college and choose a “Food and Beverage Service” qualification. Studying full-time in a college will ensure you understand and learn the skills and qualities needed to start your career. Colleges always start new, full-time courses in September.



They will start advertising and enrolling early, so we’d encourage you to speak with someone at the college to get all your questions answered. Not sure what schools near you have these courses? You can find out which colleges in your area offer VTCT qualifications through our website: <https://www.vtct.org.uk/find-a-centre/>

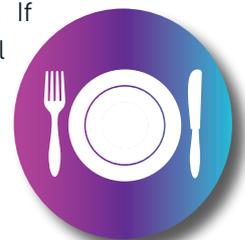
### STUDY FULL-TIME OR PART-TIME?

You can study full-time or part-time. Some colleges and training providers may offer part-time or evening courses. This is something we recommend investigating to see what is offered in your local area, and at your local college.



### WHERE CAN I WORK?

You can choose to find work in a local hotel or restaurant, or you can look further afield, perhaps even going abroad. If you were to work in a hotel restaurant, some hotels offer accommodation to new staff. This could be a great way to get started and alleviate some worry about costs of living.



## WHAT KIND OF COURSES SHOULD YOU TAKE?

iTEC and VTCT are leaders in providing world-class qualifications. Within our Hospitality qualifications, we have a range of both vocational and technical qualifications from Levels 1 to 3.

You can choose a shorter course to begin with, such as a certificate, to see if you like the hospitality industry. As you continue your studies, you could do a diploma, for example the NVQ Level 2 Diploma in Food and Beverage Services.

Level  
**2**

In most cases, you’ll undertake the Level 3 qualification in your second year of studies. A Level 3 Diploma in Hospitality Supervision and Leadership will develop your knowledge, understanding and skills for leading a team and supervising operations in the hospitality industry.

Specifically, you will learn how to set objectives and provide support for team members, develop working relationships with colleagues and lead a team to improve customer service. You will also learn how to contribute to the control of resources and maintain the health, hygiene, safety and security of the working environment.

Level  
**3**

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### HOW LONG WILL IT TAKE?

Many ask "How long will it take to complete my studies?" You will likely be expected to do a minimum 2 years of study. You will do a Level 2 in the first year and Level 3 in the second year. If you study a VTCT course, you will study many interesting things. In that first year, your Level 2 will include topics like customer service, handling payments and how to serve food and drinks professionally and safely.



You will also improve your product knowledge and learn about beverage and food legislation. You will get the opportunity to develop practical skills by working in a real hospitality environment. Many colleges have modern restaurants open to the public; this creates an amazing space for learning.

In your second year you will progress your understanding by learning how to develop working relationships with colleagues, contribute to the control of resources and maintain health, hygiene, safety and security of the working environment.

### CAN I WORK WHILST I STUDY?

A lot of people manage to work part-time and study, but we would suggest to never take on more than you can handle. If it is necessary for you to work, we recommend getting experience in the same area you are studying. You will be able to add it to your CV as well as it being an opportunity to learn even more about the industry you want to enter. Look for positions in a hotel or local cafe where you can get lots of experience in the food and beverage service industry.



### LOOK FOR OPPORTUNITIES

Many colleges take part in competitions where you can showcase your skills, or they may have great industry links where you can gain work experience and make some amazing contacts. Some learners have gained full time positions in Nathan Outlaws at St Enodoc, Rick Stein and the St Moritz Hotel.



Speak to your college about the work experience opportunities they provide when you speak on the phone or visit them on an open day/ evening.

### PLAN TO GROW YOUR CAREER

It's important to recognise that you probably won't start straight away as a restaurant supervisor, especially without work experience. It's more likely you will begin your career in a more junior role and then progress on to a supervisory/assistant manager role and then finally move up to restaurant/general manager.

If you demonstrate the right skills and qualities, this can happen quite quickly, so don't worry.

