

Hospitality Manager

Level 4

For Hospitality Managers dedicated to acquiring knowledge to become driven leaders, excelling in business strategy, committed to utilising their newfound skill to manage with pride, passion and belief.

Quarterly intakes and eligibility apply.



Who is it for?

High performing salaried management looking to increase their knowledge and skills to drive business performance.

- ✓ 100% of AMKM journey completed
- ✓ AMKM or GM role



Duration:

15 month + End-point Assessment.



Blended Delivery:

- Closed employer cohorts available quarterly
- 1-1 sessions with Lifetime Learning Coach (f2f & remote)
- Group webinars and skills days each month
- Self-study via online learning platform - Aptem

Modules:

- Business
 - Financial Management
 - Business Strategy
 - Operating Procedures
- People
 - People Strategy
 - Performance Management
 - Risk Management
- Customers
 - Customer Service
 - Customer Feedback
 - Products and Marketing
- Leadership
 - Management and Leadership
 - Change Management
 - Diversity and Inclusivity
- Specialism



End-point Assessments:

- Multiple choice questions
- Professional discussion
- 9000-word Business Project



Could this apprenticeship be for you?

Do you manage business strategy and future plans?

- Learn to use models like PESTLE and Porters 5 Forces to analyse and align your plans to realistic outputs

Do you manage your team's performance?

- Utilise key motivational theories like Herzberg's Hygiene Factors to improve your management approach and motivate your team

Want to be a GM or AKM?

- Hit the books (The Little Book of Big Management Theories) to enhance your knowledge and skills spanning the hospitality sector as well as working closely with a cohort of likeminded individuals sharing in expertise across each of MAB's fantastic brands!