

Hospitality Team Member Standard Level 2 Apprenticeship

Qualification aims/objectives/suitability

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge and guest services, reception, reservations and conference and banqueting. The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer feels welcomed and looked after.

Functional Skills

Apprentices without English or Maths at Level 2 must achieve this prior to taking the end point assessment.

Course Content includes:

- Business/Customer/Staffing
- First Line Supervision/Team-leading
- Food and Beverage Service
- Alcoholic Beverage Service
- Concierge and Guest Services
- Barista
- Food Production
- Reception and reservations
- Housekeeping
- Conference and Events Operations

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Duration

Typically 12 months

Venue

The course will be delivered and supported in the workplace and by the training provider.

If functional skills are required this may be delivered in the workplace or with the training provider.