



LEVEL 2 HOSPITALITY TEAM MEMBER APPRENTICESHIP

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The Level 2 Hospitality Team Member Apprenticeship focuses on the development of 'hospitality' skills and knowledge including 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, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

An employee enrolled onto the Hospitality Team Member Apprenticeship will be carrying out a range of general and specialist roles within hospitality businesses, including bars, cafes, conference centres, restaurants and hotels. The Reception/ Front of House specialist pathway can be delivered in a variety of settings e.g Doctors surgery, libraries, gym.

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 pathways include:

- Food and Beverage Service
- Serving Alcoholic Beverages
- Food Production
- Housekeeping
- Reception/Front of House

Learners will study the following topics:

- Understanding the Meaning of Hospitality
- Hospitality Behaviors & Personal Conduct
- Customer Service
- Understanding the Business & Product
- Using Technology
- Understanding Legislative Responsibilities
- Communication methods
- Effective Team Work
- Food Hygiene
- Food & Beverage Service Styles & Standards (Food & Beverage Service pathway only)
- Basic Characteristics & preparation, serving & storage of Alcoholic Beverages - with specialist skills from either wine, beer or cocktails (Serving Alcoholic Beverages pathway only)

Typical Duration:

14 months

Cost:

Dependent on age of learner and size of business

Delivery:

100% Work based

Delivery Location:

Workplace

Entry Criteria:

Set by the employer and dependent on job responsibilities, all learners will be required to complete an initial assessment in Maths and English prior to the start of the apprenticeship

Level:

2 (Intermediate)

Starts:

Various

End Point Assessment:

Yes



- Basic cleaning, washing up, food processing, preparation, regeneration and cooking tasks following in line with the kitchen procedures and maintain food safety and quality (Food Production pathway only)
- Cleaning and maintaining a variety of areas using the relevant materials, chemicals and equipment, ensuring they meet the business/brand standard (Housekeeping pathway only)

Qualifications/Certification achieved on completion:

- Level 2 Apprenticeship Certificate (Pass or Distinction grade)
- Level 1 Functional Skills in English and Maths (equivalent to GCSE grade D-E or level 3-2) unless exempt

Progression & Professional Recognition:

Progression from this apprenticeship could be onto a hospitality supervisory or team leading role and training programme such the job role support it e.g Level 3 Hospitality Supervisor Apprenticeship.