

Hospitality Team Member Intermediate Apprenticeship Standard



Course Level: Level 2

Campus: Both

Subject Type: Hospitality & Catering

Course Overview:

This apprenticeship introduces individuals to the fundamentals of working in the hospitality sector. Apprentices learn about customer service, food and beverage service and maintaining cleanliness and hygiene standards, preparing them for roles as team members in hotels, restaurants or cafes.

What's Covered:

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafes, 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, 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.

The topics you will cover whilst training include:

You will understand the importance of meeting, and where possible, exceeding customer expectations in line with the business standards. You will also know the products / services that are offered by your business, their prices and special offers and how to match them to customers' needs. You will also be able to work with people from a wide range of backgrounds and cultures.

You can choose one of the following specialist functions:

- Food and Beverage
- Alcoholic Beverage Service
- Food Production
- Concierge and guest services
- House-keeping
- Reception
- Reservations
- Conference and events operations.

Entry Requirements:

The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs

Typically, candidates need a minimum of 2 GCSEs grade A-C or grade 4 or above. If you do not have a suitable maths, English or IT qualification, you will complete initial assessments to identify if you can achieve Functional Skills at level 1.

Assessment Information:

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**DfE Expert Training
Providers**

**Results
13%**

**above national
average**

The on programme assessment approach will give an ongoing indication of performance against outcome defined in the standard. Your knowledge on your specialised area will be tested throughout your programme ready for the end point assessment. You will also be observed throughout your programme and will work towards a business project to look at an opportunity / challenge / idea to make an improvement to the business.

If you do not hold a suitable maths or English qualifications, you will need to pass the Functional Skills exam at Level 1

This qualification also has an End Point Assessment which includes:

Multiple choice knowledge test, 2 hour practical observation and a Business Project. These will then be followed by a professional discussion.

A minimum of a pass is required in each assessment to pass the apprenticeship.

Fees and Financial Support:

While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake your training.

Progression:

If you successfully achieve all parts of the apprenticeship, your assessor will discuss your next steps to take. Dependent on your roles and responsibilities, this may be the next level of the subject you have been studying already or a different pathway.

What else do I need to know?

On an apprenticeship programme you usually will work for a minimum of 30 hours a week for the employer and then have one day a week at college or designated time in the workplace. Some job roles will require a DBS before starting, you will be advised at interview stage if this is required.

Whilst you are on an apprenticeship your employer pays you a salary, this includes all off the job training.

How do I find out more?

Telephone: 01782 254287 (Newcastle office) or 01785 275660 (Stafford office)

Email: apprenticeships@nscg.ac.uk