



Hospitality Team Member Level 2 Apprenticeship

A hospitality team member 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. 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.

Your training will include the following topics:

- Introduction to Hospitality & the Organisation
- Customer Service and Focus
- Customer Feedback
- Business Efficiency & Controls
- Legislation & Environmental Impact
- Teamwork and Equality
- First Line Supervision

The remainder of your apprenticeship will be adapted to one of the following specialist areas:

- Food and beverage service
- Serving alcoholic beverages
- Barista
- Food preparation
- Housekeeping
- Concierge and guest services
- Reception
- Reservations
- Conference and banqueting

EPA Requirements:

- On Demand Test
- Professional Discussion
- Business Project
- Practical Observation

Who is it suitable for?

This standard is suitable for a range of job roles and hospitality establishments, such as bars, restaurants, cafes, hotels or contract caterers

How long will it take?

A minimum of 12 months training followed by up to 2 months for EPA

Functional Skills requirement:

You will need to achieve a minimum of level 1 in maths and English or provide evidence of a suitable equivalent achievement. All apprentices will be required to work on maths and English as part of their personal development

Progression routes

Upon completion of this standard you will be able to progress to a level 3 apprenticeship, Hospitality Supervisor is a natural next step



Performance Learning Group

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