



HOSPITALTY TEAM MEMBER LEVEL 2

12 MONTHS

APPRENTICESHIP WITH FOOTBALL FAMILY

WHO IS IT FOR?

This Level 2 qualification is ideal for any individual working within a range of establishments. Although a varied role, hospitality team members will specialise in an area yet continue to be adaptable within their establishment.

All hospitality team members must have introductory knowledge before enrolling:

- Understand what the culture of hospitality means, including customer expectations
- Appreciate the importance of hospitality behaviours
- Know the range of businesses and establishments that make up the hospitality industry.

Learner

Mentor

Employer

Assessor

WHAT WE DO

Football Family are an experienced apprenticeship provider, with a wide range of knowledge, skills and expertise. We provide support and training in a variety of sectors and pride ourselves on our mentorship enrichment within each course.

LEARNER - WHAT YOU NEED TO KNOW

- Online learning
- Projects & assignments each month
- Functional skills & upskilling in Maths & English
- Additional training courses included

EMPLOYER - WHAT YOU NEED TO KNOW

- Off the Job hours for the learner
- Attend reviews & 1-1's
- Employer liaison officer provided
- Regular contact and support



01709 763272



info@footballfamily.org.uk



HOSPITALITY TEAM MEMBER LEVEL 2

12 MONTHS



At the start of your learner journey you will receive IAG, complete your initial assessments, discuss your aspirations and plan your apprenticeship journey, including completing your first day of learning.

ONBOARDING

&

SIGN UP

FIRST

6

MONTHS

- Understanding hospitality, customers, and food and beverage services.
- Recognising customer profiles and needs
- Clear and engaging communication
- Proactively support and promote the reputation of the business
- Legislative responsibilities within the business and own role

Completion of Functional Skills sessions & exams, learner voice and regular welfare support

- Supporting and positively influencing the team, ensuring that all products and services are of a high quality.
- Operate in a fair and professional manner
- Contribute to meetings, planning shifts and assist in the monitoring of expected standards.
- *Specialisation of chosen area within hospitality*

Regular upskilling of Maths & English, learner and employer voice, IAG and further career development support.

6 - 12

MONTHS

EPA

Complete mock EPA preparation with your Assessor before being entered into your EPA.

You will complete:

An on demand test.

A practical observation.

A business project outlining an idea to make an improvement to business.

A professional discussion linked to your portfolio of evidence



01709 763272



info@footballfamily.org.uk