

HOSPITALTY TEAM MEMBER LEVEL 2 12 MONTHS

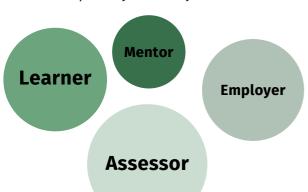
APPRENTICESHIP WITH FOOTBALL FAMILY

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.



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

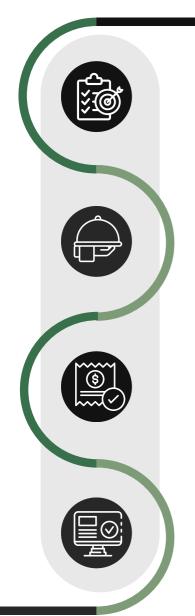


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At the start of your learner journey you will receive IAG, complete your initial assessments, discuss your aspirations and plan your apprenticeship journey, including completing your first day of learning.

ONBOARDING 3 SIGN UP

FIRST

6

MONTHS

- · Understanding hospitality, customers, and food and beverage
- · Recognising customer profiles and needs
- · Clear and engaging communication
- Proactively support and promote the reputation of the
- 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 shits and assist in the monitoring of expected standards.
- · Specialisation of chosen area within hospitality

6 - 12

MONTHS

evidence

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

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





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