



Hospitality Team Member Apprenticeship

A hospitality team member can work in a range of establishments, for example, bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers.

Level: 2

Duration: 14 Months

Campus: Auction Mart

Awarding Body: City & Guilds

Overview

Although the role of Hospitality Team Member is very varied, you will probably specialise in an area but learn 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 your role will be to develop 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.

Modules

- Customer Service Principles
- Business Knowledge e.g. Achieving Targets, Handling Payments & Stock, & Unique Selling Points
- Communicating with Customers
- Personal Conduct
- Team Working inc Leadership & Supporting Team Members
- Specialist Skills: Alcoholic Drinks, Barista, Concierge & Guest, Conference & Events, Food & Drink, Food Production, House-keeping, Reception or Reservations
- Health & Safety Law, Standards & Regulations Relevant to Hospitality

Entry Requirements

- Employment within the industry
- 3 GCSEs 9-3 (A*-D)

Career Progression

- Restaurant Manager
- Bar Manager/Supervisor
- Events Co-ordinator
- Wedding Planner
- Duty Manager