

HOSPITALITY TEAM MEMBER LEVEL 2

THE FACTS

The full cost	£5,000
Employer cost	£500
Employer incentive	£0 - £1,000
Duration	14 months
Qualification	C&G
Attendance	Day release
Start dates	Roll on roll off
End assessment	C&G
Wages	£3.70 min.

OVERVIEW

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

Entry Requirements

- Ideally candidates will have GCSEs grade 9-4 (A*-C) in English and maths

Core Skills & Knowledge

- Introduction to the hospitality industry
- Understanding customers
- Understanding business
- Understanding people
- First line supervision / team leading

Hospitality Specialist (choose one)

- Food & beverage service
- Alcoholic beverage service
- Barista
- Food production
- Concierge & guest services
- House keeping
- Reception
- Reservations
- Conference & events operations

Delivery Model

- College Attendance and Work Place Learning

To find out more about this qualification please contact: Craven College Apprenticeships Team on: 01756 693 680 or email: apprenticeships@craven-college.ac.uk