

# Apprenticeship Standard Hospitality Team Member

## Overview

**Carrying out a range of general and specialist roles within hospitality businesses, including bars, cafes, conference centres, restaurants and hotels.**

This is a **Level 2** apprenticeship standard. This 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.

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.

Team members must complete the assessment activities for the core principles of hospitality and their relevant specialist function. They must select one of these specialist functions.

### Specialist areas in hospitality include:

- ✓ Food and beverage service
- ✓ Alcoholic beverage service (wine, beer/cask ale and cocktails/mixology)
- ✓ Barista
- ✓ Food preparation
- ✓ Housekeeping
- ✓ Concierge and guest services
- ✓ Reception
- ✓ Reservations
- ✓ Conference and events operations

## Topics covered

- ✓ Customer service principles, including customer satisfaction and meeting expectations.
- ✓ Business knowledge such as achieving targets, handling payments and stock, upselling and unique selling points.
- ✓ Communicating with customers and team members
- ✓ Principles of first line supervision
- ✓ Personal conduct, behaviour and personal performance
- ✓ Team working, including leadership and supporting team members.
- ✓ Specialist skills: alcoholic drinks, barista, concierge and guest, conference and events, food and drink, food production, house-keeping, reception or reservations.
- ✓ Health and safety law, standards and regulations relevant to hospitality.
- ✓ Principles of effective resource use, waste reduction and cost saving measures

## Who should pursue this 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. Employers will set their own entry requirements in order to start on this apprenticeship.

## This Level 2 Apprenticeship includes

- ✓ On the job skills training
- ✓ Off the job skills training
- ✓ Level 1 and Level 2 Functional Skills in English & Maths.
- ✓ Business Project support and preparation
- ✓ Planning, Target Setting and Feedback
- ✓ Mock End Point Assessments
  
- ✓ **End Point Assessment** (after at least 12 months and successful completion of the above — complete the first 3 activities in any order):
  - 90 minute on **demand test** (Multiple-choice test)
  - 2 hour **Practical observation** (covering preparation & service).
  - **Business Project** (focusing on an opportunity/challenge/idea to make an improvement to the business team member is working in)
  - Lastly, a 40 minute **Professional Discussion**, leading to the certificate as a Pass or Distinction.
  - The overall grade is based on the combination of performance in all assessment activities .

**Typical Duration: 13 months**

Progression from this apprenticeship is expected to be onto a hospitality supervisory or team leading role.

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