

Hospitality Team Member Level 2

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafes, conference centres, hotels and contract caterers. The role is varied and although they may specialise in one area, they have to be adaptable and ready to support team members across the business, for example during busy periods. The most important part of the role is 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 the restaurant, drinking in the bar, ordering room service or attending a conference feel welcomed and looked after.

The following pathways can be offered:

Food and Beverage Service, Alcohol Beverage Service, Food Production

On Programme

This is the learning phase of the Apprenticeship and Apprentices need to complete 20% off-the-job training during this phase. The formative assessment of knowledge, skills and behaviour are broken down into the following modules:

People

Business

Customer

Team Leading

Gateway

The Apprentice must achieve Maths and English Level 1 and taken the test for Level 2 Functional Skills, if they have not previously achieved a Level 2 equivalent at GCSE.

Also produced a two week work schedule, business project and business operations brief.

End-point Assessment (EPA): how apprentices demonstrate their learning.

End-point assessment (EPA) is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent assessor and will be graded distinction, pass or fail. Assessment methods for this standard are:

90 minute On-line Synoptic knowledge test

2 hour practical observation

40 minute Professional discussion

Business Project

Apprenticeship Certificate

On successful completion, the end point assessment organisation (City and Guilds) will apply to the Education and Skills Funding Agency for the Apprenticeship Certificate and this will be sent to the Apprentices Employer.

The duration of this apprenticeship is expected to be between 15 and 18 months.