

HOSPITALITY



Hospitality Team Member Level 2 Apprenticeship Training Programme

Your business can leverage recent eligibility and funding changes to provide high quality apprenticeship training to new and existing team members.

This hospitality apprenticeship programme is designed to support the development of team members working in a range of establishments including bars, restaurants, cafés, conference centres, hotels, banqueting venues and contract caterers.

Qualification Overview:

Typical Duration

12-15 months, with exact duration dependent upon learner.

Example Job Roles

Food & Beverage Assistant, Barista, Housekeeper, Porter, Bar & Waiting Staff, Conference & Banqueting and Receptionist.

Entry Requirements

Set by the employer.

Assessment

Independent end-point assessment conducted to test knowledge, competencies and assess portfolio of evidence.

Progression

Into a supervisory or team leader role.

Course Benefits:

- Increase staff morale and engagement and ensure that employees feel supported
- Improve staff retention rates and increase productivity levels
- Create a learning culture and increase the knowledge and ability of your Team Members
- Strengthen the decision making capabilities of your team/s
- Ensure that your frontline staff members provide a consistently high level of customer service

Areas of Development

We will ensure that your staff members are fully supported by a specialist skills tutor. The Tutor will provide regular feedback throughout the programme and will tailor each individual's learning experience so they develop the required knowledge, skills and behaviours to excel in their roles.

Knowledge, Skills & Behaviours Development Areas:

Customer Profiles, Meeting and Exceeding Customer Expectations, Receiving and Dealing with Customer Feedback, Business Vision and Values, Brand Reputation, Roles Impact on Finances, Products and Services, Competition, Effective use of Technology, Environmental Impact, Communication, Teamwork and Diversity. Own Specialist Function also covered.

