



## Hospitality Team Member Apprenticeship Level 2

2024/25

Inspiring Lives, Discovering Futures

### The Course

#### In brief...

Apprenticeships are a popular choice for people looking for on-the-job training and the opportunity to gain recognised experience whilst earning a wage. Your training will take place at College in conjunction with your employer and they will be heavily involved in your progress and development.

A hospitality team member can work in a range of establishments, and 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. This will ensure every customer, whether they are eating in the restaurant; drinking cocktails in a bar; ordering room service in a hotel or attending a business conference feels welcomed and looked after.

#### Who is it for?

A Hospitality Team Member can be varied depending on the establishment you work, for example bars; restaurants; cafes; conference centres; banqueting venues; hotels or contract caterers. Although the role can be quite diverse, hospitality team members tend to specialise in certain areas (Food and beverage service; serving alcoholic beverages; barista; reservations or reception services), but they have to be adaptable and ready to support the wider team across the whole business.

#### What the Course Leads to

#### What courses can I do after this?

On successful completion of this Apprenticeship you could progress to another Apprenticeship or full time course at BPC, or work full time within the industry.

#### What do I need to apply

#### To do this course you should have...

You must be employed to undertake an Apprenticeship (we could help you with this if you aren't currently employed in this sector). You will need to show a strong commitment to pursuing a career in the hospitality sector. You will ideally have maths and English grade 2/D or above. We can also accept Level 1 Functional Skills. All applicants for Apprenticeship training will be required to attend an interview and assessment.

#### Course costs

Course Code	Start Date	Costs 16-18	Costs 19-23 (with concessions)	Costs 19+ (no concessions)
BP20063	Various	TBC	TBC	TBC

\* Please note fees are subject to change.

#### Costs

*NB - If you leave after the first four weeks, you/your employer will be liable to pay the full fees for the remainder of the*

### Key Information

#### Duration

18 Months

#### Attendance

Apprenticeship

#### Level

Level 2

#### Qualification Name

Apprenticeship Standard

#### Awarding Body

People 1st

#### Curriculum Area

Business, Service Industries and  
ESOL - Hospitality and Catering

*academic year. You are also liable to repay any assisted funding you have received (This includes any uniform/travel assistance)*

## Associated Costs

THESE WILL BE UPDATED NEARER THE START OF THE PROGRAM

There is a suggested uniform for this course and will be confirmed to you at interview.

Food & Beverage Uniform

There is also a Top Up list available, where you can order separates

Course Content

## Course Content

To gain the full Apprenticeship the content will include:

- Functional Skills Maths L1
- Functional Skills English L1
- Working towards English & Maths L2

Core Knowledge & Behaviours Include:

- Customer care, service & expectations
- Appreciation of the business vision & values
- Work ethics of time-management, attendance & personal presentation
- Recognise legislative responsibilities
- Communicate accurately & effectively
- Effective teamwork

Choice of **ONE** of the following Specialist area:

- Food & Beverage Service
- Food Production

The core of this program will be delivered in a modular format at College and then using your chosen specialism within your workplace.

### Next Steps ...

Email: [enquiries@thecollege.co.uk](mailto:enquiries@thecollege.co.uk)

Telephone: 01202 205205

Web: [www.thecollege.co.uk](http://www.thecollege.co.uk)

Live chat available on the website

