

L2 APPRENTICESHIP

HOSPITALITY TEAM MEMBER

Overview

Working in a range of establishments, i.e., bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is 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. 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*

Based on job role

Who is the course for?

This is ideal for new or existing staff working in situations including front of house, food preparation, barista service, alcoholic beverages service, reception and reservations, concierge and guest services within restaurants, bars, hotels and pubs.

Programme content

Knowledge

- Know the business vision and values, its main competitors, how it fits into the wider hospitality industry and how own area of work contributes to achieving business targets
- Know the products / services that are offered by the business, their prices and special offers and how to match them to customers' needs
- Understand the importance of meeting, and where possible, exceeding customer expectations in line with the business / brand standards
- **Wine service:** Know a variety of wine styles and popular grape varieties, their basic characteristics, basic wine and food pairing in line with the menu, information that will help inform customers, equipment required to store and serve wines and conditions required for optimum wine quality
- **Beer / Cask Ale:** Know a variety of beers, including bottled, keg and cask ales, their characteristics, basic food pairing in line with the menu, information that will help inform customers, the equipment required to store and serve them and conditions required for optimum quality and the correct cellar procedures and conditions
- **Cocktails / Mixology:** Know the main categories of cocktails, including common base ingredients, methods of preparing and serving them, how ingredients and equipment should be stored and information that will help inform customers

KEY INFORMATION

Typical Duration:
15 Months + 3 months EPA

Taught Days:
12 sessions at college, with 6
Industry visits/talks
Term time only

Delivery Location:
Truro
Penwith (Penzance)

Funding value:
£4,000

(£200 employer contribution if
required)

Skills

- Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations
- Carefully handle payments, transactions, stock and packaging to minimise unnecessary financial loss
- Actively promote the unique selling points of the business and special offers available and promotions to customers
- **Wine service:** Provide accurate information on the wine menu, make basic recommendations to customers based on menu, serve and store wine in the correct manner and use specialist equipment for preparing and serving wine appropriately
- **Beer / Cask Ale:** Provide accurate information on beers, including bottled, keg and cask ales; make recommendations to customers based on menu, serve and store beer and cask ales in the correct manner and use specialist equipment appropriately. Help ensure that the correct cellar conditions are maintained to preserve the quality of the beer / cask ale
- **Cocktails / Mixology:** Provide accurate information on the cocktail menus to customers, prepare cocktails using a range of ingredients and methods and adjust the cocktail to customers' taste and preference. Ensure ingredients are stored correctly and use specialist equipment appropriately

Behaviours

- Take a responsible approach to the preparation, sale and service of food and beverages for example in relation to safe handling and storage, and accurately communicating the contents of products.
- Always demonstrate high personal hygiene standards and clean workstation ethic.
- Be highly organised and can multitask whilst maintaining an engaging, friendly and helpful attitude to customers.
- Pay attention to detail and have high standards of cleanliness and presentation. Work in a discreet manner and maintain customer confidentiality.

Gateway

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end assessor. Apprentices without level 1 English and maths will need to achieve this level prior to taking the end-point assessment.

End point assessment

EPA methods

- On demand tests
- Practical observation
- Business Project
- Professional discussion

Contact information

For further information, please call our Business Relations Team on 01872 242711 or email apprenticeships@truro-penwith.ac.uk



* A guide to GCSE grading and Functional Skills

Department for Education

GCSE Grading

New Grading Structure	Old Grading Structure
9	A*
8	A*
7	A
6	B
5	B
Standard Pass → 4	C
3	D
2	E
1	F
	G
U	U

Functional Skills are equivalent to GCSE's, the table below shows the comparison

Entry Level 1	GCSE below G or Level 1
Level 1	GCSE D-G or level 1-3
Level 2	GCSE A* - C or level 4-9