

# Hospitality Team Member

Level

2

Duration

Typically 12 months

**Levy Cost** £4,000

**Non-Levy Cost**  
Fully funded or 5% (£200)

## How can a Hospitality Team Member apprentice benefit my business?

By investing in the next generation of hospitality professionals and ensuring they are trained to the highest standards, you will support business growth and deliver service in line with customer expectations. You will develop employees with the skills to; confidently recognise customer needs, match customers with the right products and services and work 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, feel welcomed and looked after.

Your apprentice will gain specialist knowledge, skills and behaviours in the selected area of hospitality that is desired, including; food and beverage services, serving alcoholic beverages, barista, food preparation and production, or banqueting.

## Who is the Hospitality Team Member apprenticeship for?

A Hospitality Team Member apprenticeship is designed for anyone aged 16+, who may wish to develop a career in the Hospitality industry in one of the many establishments, such as a: bar, restaurant, café, conference centre, banqueting venue, hotel or contract caterer, cruise liner, private yacht, or the Royal Households.

The role is varied and although hospitality team members tend to specialise in a specific area, they will be given full exposure to gain all the specialist knowledge, skills and behaviours expected by industry specialists.

## What will it cost the business to take on an apprentice?

**Levy-paying employers** in England can use funds in their Apprenticeship Service Account to fund apprenticeship training costs.

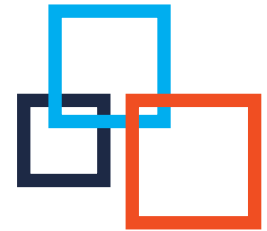
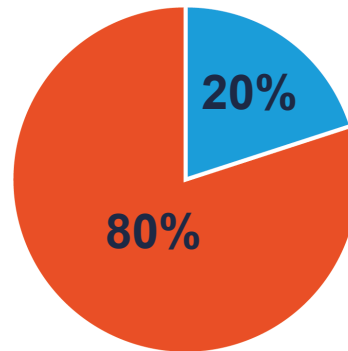
**Non-levy paying employers:** The government will fund between 95% - 100%\* of the cost of training an apprentice.

*\*This depends on how many people are employed within the company, the age of the apprentice and also if they have been in care or have a Local Authority Education, Health and Care Plan (EHCP).*



## How is the '20% off-the-job' training delivered?

	Work-based Activity / Assessment
	Self Study



## Functional Skills

If your apprentice does not hold a GCSE 4/5 or equivalent in English and maths, they will be required to complete functional skills. Delivery options will be agreed upon before the commencement of the apprenticeship.

## End Point Assessment

The EPA tests and validates the knowledge, skills and behaviours that an apprentice has gained during their training and demonstrates the competence of an apprentice in their role. This assessment for the Hospitality Team Member apprenticeship consists of:

- On demand test
- Practical observation
- Business project
- Professional discussion

## The Learner Journey

<b>Month 1</b>	Sign-up and induction	Skills scan • Developmental activities • Induction • Learning plan
<b>Months 2 - 6</b>	On programme	Knowledge building activities • Assessor visits to venue on monthly basis (setting monthly/weekly tasks) • Progress reviews
<b>Months 7-12</b>	On programme	Skill building activities • Work based tasks • Portfolio (recipe log) building • Progress reviews
<b>Months 12 -14</b>	EPA	Work based assignment • Multiple choice knowledge test • Professional observation in the business • A professional discussion underpinned by a portfolio of evidence

## Progression

On successful completion there are several progression routes for your staff based on your business and their specific job role:

- Hospitality Supervisor Level 3
- Commis Chef Level 2
- Events Assistant Level 3