



## Hospitality Team Member

### Course Overview

- ◆ This apprenticeship programme includes learning about the role of a hospitality team member who can work in a range of establishments such as bars, restaurants, cafes, hotels, and catering venues.
- ◆ The apprentice will develop the skills and knowledge required to carry out a variety of tasks, they will have a specialist area in the workplace but they must be able to support team members across the business, especially during busy periods.
- ◆ They will learn and work in specialist areas such as food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge, guest services and reception.
- ◆ Students will expand their hospitality skills by recognising customer needs, knowing how to match the customer needs to products and services, and work as part of a team to ensure all customers are welcomed and looked after.
- ◆ Some of the core competencies the apprentice will learn include: using clear and engaging communication to establish a good rapport with customers and ask relevant questions to determine their needs, checking that customers are satisfied with products and services and act on feedback in line with business procedures, and knowing the business vision and values, its main competitors, how it fits into the wider hospitality industry and how their own area of work contributes to achieving business targets.

## Who is it aimed at?

It's open to all ages - not just school or college leavers, employed adults are eligible too. The course is for anyone interested in the following job roles:

- ◆ Food and Beverage Assistant
- ◆ Catering Assistant
- ◆ Bar Staff
- ◆ Front of House Assistant

These roles will vary between hospitality departments of various small, medium and large organisations.

## Duration

- ◆ This apprenticeship takes approximately 12 months for the apprentice to fully complete.

## How is this apprenticeship delivered?

- ◆ As part of this apprenticeship programme, the apprentice will spend four days in the workplace and one day at college where they will undertake classroom training, portfolio building and will perform practical related projects.

## Entry requirements

- ◆ Employers set their own entry specification but the apprentice will complete Maths and English functional skills if they did not achieve GCSE grade 4 or above.

## Off-the-job funding rule

- ◆ The funding rules state that 20% of the apprentice's time must be spent completing off-the-job training, this may include different activities and is measured over the course of the apprenticeship.
- ◆ Apprentices will be required to undertake the equivalent of a day's training to meet this funding rule. This could be either attending BCoT, shadowing another department/role, online learning, or manufacturer training and will be fully documented in their portfolio.

## Progression opportunities

- ◆ Upon completion of the apprenticeship, with the transferable skills gained, the apprentice can progress further and apply their knowledge within various hospitality roles across many sectors.
- ◆ The apprentice may also progress their training further and undertake the Level 3 Hospitality Supervisor apprenticeship, or work towards other relevant qualifications related to their role in the workplace.

## Did you know?

- ◆ An apprentice can be a new or existing employee.
- ◆ Apprenticeships are open to anyone living in England over the age of 16 and not in full-time education.
- ◆ Apprenticeship programmes can go up to degree level.
- ◆ BCoT is one of the largest providers of apprenticeships in the region. We work with large and small employers across all industry sectors.
- ◆ BCoT is in the top 30% of colleges nationally for timely achievement of apprenticeships for all ages and levels - National Achievement Rate Tables 2017/18.

## Get in touch

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