

Level 2

# Hospitality Team Member

## Apprenticeship

**Duration**

52 weeks

**Location**

Rush Green Campus

**Starting**

Flexible dates

**Age**16-18  
Apprenticeships**Careers**

Hospitality

### How do apprenticeships work?

If you prefer a more practical style of learning, an apprenticeship or higher apprenticeship could be the ideal option for you. They enable you to learn on the job and gain nationally recognised qualifications at the same time. [Find out more about apprenticeships.](#)

## Overview

Are you just starting out as a Hospitality Team Member straight from school?

This Apprenticeship will enable you to understand how a Hospitality Team Member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers.

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.

## What you'll learn

On this Apprenticeship, you will learn:

- Business Strategy
- People Skills
- Customers Service
- First line supervision / Team leading

## Assessments / Exams

To achieve this Apprenticeship standard, you will be assessed through summative online test, practical observation, business project and professional discussion.

## Entry requirements

You will need to have GCSE Maths, English Language and two additional subjects at grade 3 (D) or above.

As part of the application process you will also be asked to explain why you want to study this course, so that we can ensure any course offer made aligns to your career goals.

## What this apprenticeship leads to

On completion of this Apprenticeship, you will be able to move onto a Level 3 Apprenticeship or start your career in the following areas:

- Food and beverage service
- Barista
- Food production
- Concierge and guest services
- Housekeeping
- Reception
- Reservations
- Conference and Events
- Operations

Visit this course on our website: <https://barkingdagenhamcollege.ac.uk/find/courses/0000011809>

For further information please contact the college: <https://barkingdagenhamcollege.ac.uk/contact>