

# Apprenticeships

## Hospitality Team

### Member Level 2 Standard



Apprenticeship Code: STO233  
Sector: Catering

#### Length of Delivery

Up to 12 months.

#### Entry Requirements

Apprentices without Level 2 English and Maths (GCSEs at Grade C/4 or higher) will need to achieve these prior to taking the End Point Assessment.

Employers can set their own entry requirements; however, learners must be of the right calibre and committed to achieve all components of their apprenticeships.

#### About the Role

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 role is very 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, for example during busy periods. 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.

#### What Apprentices need to learn

Apprentices need to complete 20% off-the-job training during the on-programme phase of their apprenticeship. Specific rules govern this, and it must take place in the apprentice's contracted hours.

All Apprentices will demonstrate the following Knowledge, Skills and Behaviours:

#### Knowledge:

- Customer
- Business
- People
- First line supervision / Team leading

#### Skills:

- Food and beverage service
- Alcoholic beverage service
- Barista
- Food production
- Concierge and guest services
- House-Keeping
- Reception
- Reservations
- Conference and Events Operations

#### Behaviours:

- Responsibility
- Upselling and promoting additional products and services (if appropriate)
- Personal hygiene standards and clean workstation ethic
- Inform and provide an excellent service
- Pay attention to detail and have high standards of cleanliness and presentation
- Highly organised with the ability to multi-task
- Communication

Please go to the Institute of Apprenticeships website for further detail on the standard and assessment [www.instituteforapprenticeships.org/apprenticeship-standards/hospitality-team-member/](http://www.instituteforapprenticeships.org/apprenticeship-standards/hospitality-team-member/)

### **End Point Assessment (EPA): how apprentices achieve their qualification**

When the apprentice reaches the end of the On-Programme Assessment stage, they pass through “Gateway” to the End Point Assessment (EPA). The end point assessment comprises of a range of assessment methods - Knowledge test, practical observation, business project, professional discussion.

Before you can book end point assessment, Lakes College and the employer will sign off that the apprentice will be ready for EPA by a gateway assessment.

- Where an apprentice has not already achieved Level 2 English and Maths (GCSE C/4 or above), they must do so before taking the end-point assessment.

### **Progression Opportunities**

Hospitality Supervisor Level 3 Standard.

### **Next Stage**

- If you are an employer please contact our Business Accounts Management lead via [team-sales@lwc.ac.uk](mailto:team-sales@lwc.ac.uk), whom will arrange an appointment to support your recruitment needs.
- If you are an applicant please either:  
Go to our website [www.lwc.ac.uk](http://www.lwc.ac.uk) and apply  
or contact our admissions team 01946 839300  
or email [admissions@lwc.ac.uk](mailto:admissions@lwc.ac.uk)

  
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