



Wirral Met College

Hospitality Team Member Level 2

Apprenticeship Standard

wmc.ac.uk/apprenticeships

Overview

Hospitality Team Members work in a range of establishments, such as bars, restaurants, cafés, conference centres or hotels, and they can specialise in Food and Beverage Service, Alcoholic Beverage Service and Food Production.

They will develop excellent hospitality skills including recognising customer needs and working as part of a team to ensure every customer feels welcomed and looked after.

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.



Duration:

15 months + 3 months for the End Point Assessment

Entry Guidelines:

English & maths at GCSE grade A*-E/2-9 or Functional Skills Level 1

NB All apprenticeship standards require apprentices to provide evidence of their English and maths grades before they can progress through the Gateway to their End Point Assessment and achieve the apprenticeship qualification.



Hospitality Team Member Level 2 Course Overview

Pre-programme	On Programme Learning covering Skills, Knowledge & Behaviours	Gateway	Independent End Point Assessment
Initial assessment English & Maths	HR Support Level 3 course (Day release, Conway Park Campus & Training Restaurant/Hamilton Campus)	<ul style="list-style-type: none"> English Level 1 Maths Level 1 	<ul style="list-style-type: none"> Practical Observation
Skills Scan	Portfolio of evidence to be built during the programme	<ul style="list-style-type: none"> E-portfolio of evidence 	<ul style="list-style-type: none"> Knowledge Test (Multiple choice questions) Business Project
Induction with Trainer Assessor	On programme Assessments & Reviews: <ul style="list-style-type: none"> 6-8 weekly sessions with Trainer Assessor. 8-10 weekly Progress Reviews with apprentice and employer. 		<ul style="list-style-type: none"> Professional Discussion

Course Details

This apprenticeship programme is designed to develop the knowledge, skills and behaviours required to be an effective Hospitality Team Member.

The **Knowledge** element is the time spent with the Trainer Assessor and attending the College's training restaurant, on a 'day-release' basis at the Conway Park and Hamilton Campuses. The qualification covers a range of Food and Beverage Service, Alcoholic Beverage Service and Food Production areas and provides an ideal grounding should the apprentice wish to progress on to the Hospitality Supervisor level 3 apprenticeship standard.

The Knowledge element of the course will cover:

Customer:

- Understand the importance of meeting, and where possible, exceeding customer expectations in line with the business / brand standards.
- Understand the importance of receiving and dealing with customer feedback to support the improvement of products and services and provide value for money.

Business:

- 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.
- Understand how personal discipline in approach to work, for example time-keeping, attendance, personal appearance, personal presentation and conduct can all have an impact on the business/ brand reputation.
- Know the products / services that are offered by the business, their prices and special offers and how to match them to customers' needs.
- Understand how the use of technology can enhance customer service and productivity in hospitality businesses.

People:

- Understand the importance of using appropriate methods of communication that are suitable for different situations and individuals' needs in a variety of hospitality contexts.
- Understand how to work with people from a wide range of backgrounds and cultures.

First line supervision / Team leading:

- Understand how to support the supervision of team members for example new and junior employees to assist line manager.

Choose one of the following specialist units:

- **Food and beverage service**

Know the range of food and beverage service styles and standards within different types of hospitality operations; the key features of menu items products and services, and basic food and beverage pairing in line with menu

- **Alcoholic beverage service**

- Know a variety of alcoholic beverages, their basic characteristics, information required for the customer, equipment required to store, prepare and serve them and storage conditions required for optimum quality
- Wine service – Beer/cask ale – Cocktails/Mixology

- **Food production**

Know how to perform basic food processing tasks such as preparation, cooking and regeneration of food in line with business / brand specifications and identify how to follow kitchen procedures to maintain food safety and quality. Know how to maintain excellent standards of hygiene and how to use equipment correctly and store food safely.



Skills & Behaviours

The **Competency or Skills & Behaviours** element of the apprenticeship is to be completed with support from a Trainer Assessor making periodic visits to the apprentice in the workplace. The Trainer Assessor will support and guide the apprentice to ensure that they are developing the skills and competency required in accordance with the apprenticeship standard. The apprentice will use the e-portfolio system called OneFile to build a portfolio of work throughout the development stage, which is a key component of End Point Assessment and demonstrates their occupational competency.

English & Maths

Apprentices who have not achieved grades 2-9 / A*-C at GCSE or Functional Skills at Level 1 are required to study towards and achieve the Functional Skills in English and maths at Level 1 before they can gain the apprenticeship qualification.



Gateway



Once the apprentice has completed all the required elements of the apprenticeship and their manager and Trainer / Assessor agree that they are ready for the end point assessment, they will progress through the Gateway to undertake their End Point Assessment.

The apprentice's employer must sign-off the portfolio of evidence, that has been completed by the apprentice during their programme, to confirm the apprentice has demonstrated the knowledge, skills and behaviours assigned to this apprenticeship standard.

End Point Assessment

The End Point Assessment must only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that means they have achieved occupational competence.

End Point Assessment (EPA) normally takes 3 months to complete and consists of:

- Knowledge test (multiple-choice questions)
- Practical observation (2 hours)
- Business project (to look at an opportunity/challenge/idea to make an improvement in the business eg customer experience, reducing wastage)
- Professional discussion (40 minutes, structured discussion between independent assessor and apprentice)

The purpose of the professional discussion is to determine the extent to which the apprentice understands the requirements of their role as defined by the apprenticeship standard and to explore them through discussion. The professional discussion (supported by a portfolio of evidence) may be carried out face to face, typically at the employer's premises, or remotely using e.g. video conference.

The Professional Discussion will be conducted after the Independent Assessor has reviewed and marked the Consultative Project.

The portfolio of evidence (that has been completed by the apprentice during their programme) will be used as a source of evidence by which apprentices can exemplify their responses to questions asked by the assessor. The portfolio itself will not be assessed, but will be used by the assessor to prepare the questioning for the professional discussion.



Grading & Progression



Apprenticeship grading

The available grades for this apprenticeship programme are **Distinction, Pass or Fail**.

Where can apprentices progress to?

On completion of the apprenticeship, apprentices will be able to the Hospitality Supervisor Level 3 apprenticeship standard.



Wirral Met College

Conway Park Campus
10 Europa Boulevard, Birkenhead CH41 4NT
tel: 0151 551 7610 email: employerservices@wmc.ac.uk