

Apprenticeship Standard - L2 Hospitality Team Member



What is this Apprenticeship about?

This Apprenticeship will help to upskill existing staff working within the sector or we can help you to recruit new Apprentices.

Apprentices will gain the skills to carry out a range of general and specialist roles within the hospitality business, including bars, cafes, conference centres restaurants and hotels.

We will design a tailored training package, precisely matched to your needs, resulting in a well-trained, up to date workforce. Delivery will be a mix of day release using our state of the art facilities & in your workplace, providing a cost effective method of training & upskilling your staff. An industry specialist Assessor will support you & your Apprentice throughout the process.

How is this Apprenticeship delivered?

On and off the job in the workplace, with weekly day release to Stoke on Trent College

What else do I need to know?

Main intake is September, with options for mid year starts – January / April subject to numbers

Skills learned might include:

- achieving targets
- handling payments and stock
- identifying and maximising unique selling points
- communicating with customers
- team working, including leadership and supporting team members

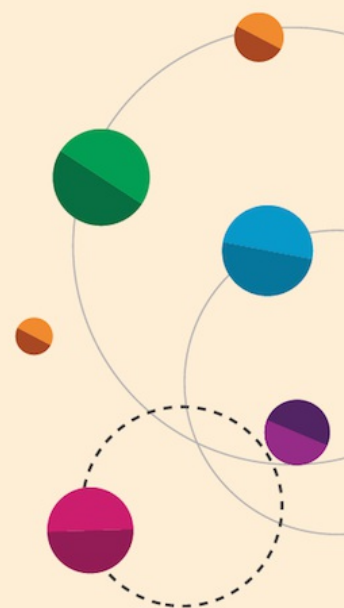
Specialist skills could include:

- alcoholic drinks
- barista
- concierge and guest
- conference and events
- food and drink
- food production
- house-keeping
- reception or reservations
- health and safety law, standards and regulations relevant to hospitality

Course code
ST0233/A1

No. of weeks/duration
Typically 13 months

Location
Cauldon Campus / Workplace



For the latest fees visit:
www.stokecoll.ac.uk/employers/apprenticeships/

For more information:
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