

HOSPITALITY ACCOMMODATION TEAM MEMBER APPRENTICESHIP LEVEL 2



For new or existing staff

The broad purpose of the occupation is to deliver a range of guest focused services including dining and bar, reception, and housekeeping. Hospitality Accommodation team members move between departments gaining broad based knowledge, skills and experience in the typical operations of hotels, holiday parks and other hospitality businesses offering accommodation to paying guests. Hospitality Accommodation team members are responsible for the smooth operation of the business, working or sharing information cross-departmentally in order to deliver all the services that make up the guest experience.

Qualification

Hospitality Accommodation
Team Member Standard Level 2

Completers may want to progress to
Hospitality Supervisor Standard

An employee in this occupation will be responsible for delivering consistent, high quality food and beverage, housekeeping, and guest services to guests in line with business standards. They will use a range of specialist equipment and technology and comply with multiple interacting regulations, legal requirements and internal metrics, standards, policies and processes to provide these services. They will be responsible for ensuring guest's needs are met and acting to meet targets for the delivery and profitability of accommodation services. They will contribute to planning and be responsive to unexpected situations to ensure business operations run smoothly. They will remain adaptable, flexible and resilient to the ever changing needs of the business.

Delivery model and duration:

Workplace delivery with a structured scheme of work.

Duration: 15 months plus up to 3 months for End Point Assessment

Ideal for:

- Hospitality team member
- Hospitality accommodation team member
- General assistant

The apprenticeship will cover

the following core areas:

- Customer service
- Understanding legislation
- Identify opportunities to promote the organisation
- Effective communication
- Resolve customer problems
- Become a specialist in a hospitality area
- Customer experience

Benefits to business:

- Fill skills gaps in your organisation
- Keep the business up to date with the latest industry knowledge and innovative practice
- Develop new talent or existing employees looking to progress in their careers
- Benefit from full support from GC

Entry Criteria:

- GCSEs in English and maths grade 9 - 1 or A - G (or Level 1 Functional Skills equivalent)

Benefits for learners:

- Combine on-the-job training with academic study to gain the latest technical knowledge and practical industry experience at no cost.
- Gain a valuable, nationally recognised qualification

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GC
Gloucestershire College

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Components

English and Mathematics qualifications completed in line with the apprenticeship funding rules.

End Point Assessment

The End Point Assessment will test the entire Standard, and be undertaken as follows:

- Interview underpinned by portfolio of evidence
- Practical observation with questioning : 2 hour observation of the apprentice in the working environment including questioning

Duties developed during the apprenticeship will include:

Work across departments covering front of house guest services, dining and bar services and housekeeping.

Compliance with all relevant regulations and standards including health and safety, hygiene standards, food safety, sale of alcohol, sales of goods and services, GDPR and other relevant legislation.

Clean and maintain guest accommodation, working areas, public areas and other guest areas using cleaning products and equipment safely and appropriately and following the correct processes.

Serve food that meets guest expectations and business standards.

Assemble and serve beverages that meet guest expectations and business standards.

Provide high quality guest services in line with guest expectations and business standards

Act to meet guest requests, answer queries and resolve problems, improve service and escalate according to business expectations.

Communicate effectively and share information to enable collaboration within own team, between teams, with managers and with suppliers and contractors where required.

Observe equity, diversity, inclusion and wellbeing guidelines and contribute to a supportive, inclusive and motivational working environment.

Support the achievement of key metrics within the business for sales and operational efficiency.

Follow sustainability best practice in relation to the use of resources including energy and water and disposal of waste.

Use equipment and technology safely and effectively including preventative maintenance.

Take personal responsibility for own development and behaviour, observing professional standards.

Contribute ideas and suggestions to continually improve the efficiency and effectiveness of standard operating processes and ways of working.