

# HOSPITALITY TEAM MEMBER

LEVEL 2



step22

GREAT PEOPLE INTO GREAT JOBS

  
Ofsted  
Good  
Provider

# HOSPITALITY TEAM MEMBER

*Chose from eleven specialist routes*

## Level 2

**In this apprenticeship, you will not only learn how to provide excellent customer service, but also develop the skills to start your journey to becoming a hospitality expert.**

Utilising a range of teaching and coaching methods, our trainers will deliver masterclasses, webinars and support you on an individual basis throughout your learning journey.

Alongside your core programme of hospitality knowledge, customer service and first line management, you will also select a specialist route based around your specific business.

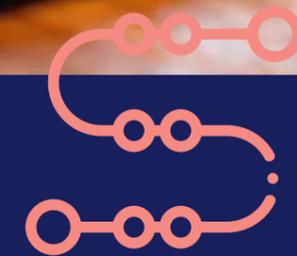
Across eleven specialist functions, we will tailor the programme to your specific business needs, to deliver a personalised experience that will support you to become a true expert in your role.

You can chose from:

- Food and beverage service
- Alcoholic beverage service
- Barista
- Food production
- Concierge and guest services
- Housekeeping
- Reception
- Reservations
- Conference and event operations



## Enrolment timeline



Step22 Apprenticeships believe in “right learner, right course”. By that we mean it is crucial that all apprentices are accurately matched to an apprenticeship programme that suits their job description, their prior learning and ability to achieve all aspects of the course. Therefore, the below steps will be followed to confirm the eligibility of everyone who wishes to enrol upon one of our apprenticeship programmes:



Potential apprentice is emailed a link to complete Initial Assessments for Maths & English. Then a Skill Scan is completed with the potential apprentice and the employer, which can be done either online or in person. These assessments determine the eligibility for the apprenticeship to proceed.



If eligible, all enrollment documentation is completed by the employer and apprentice.



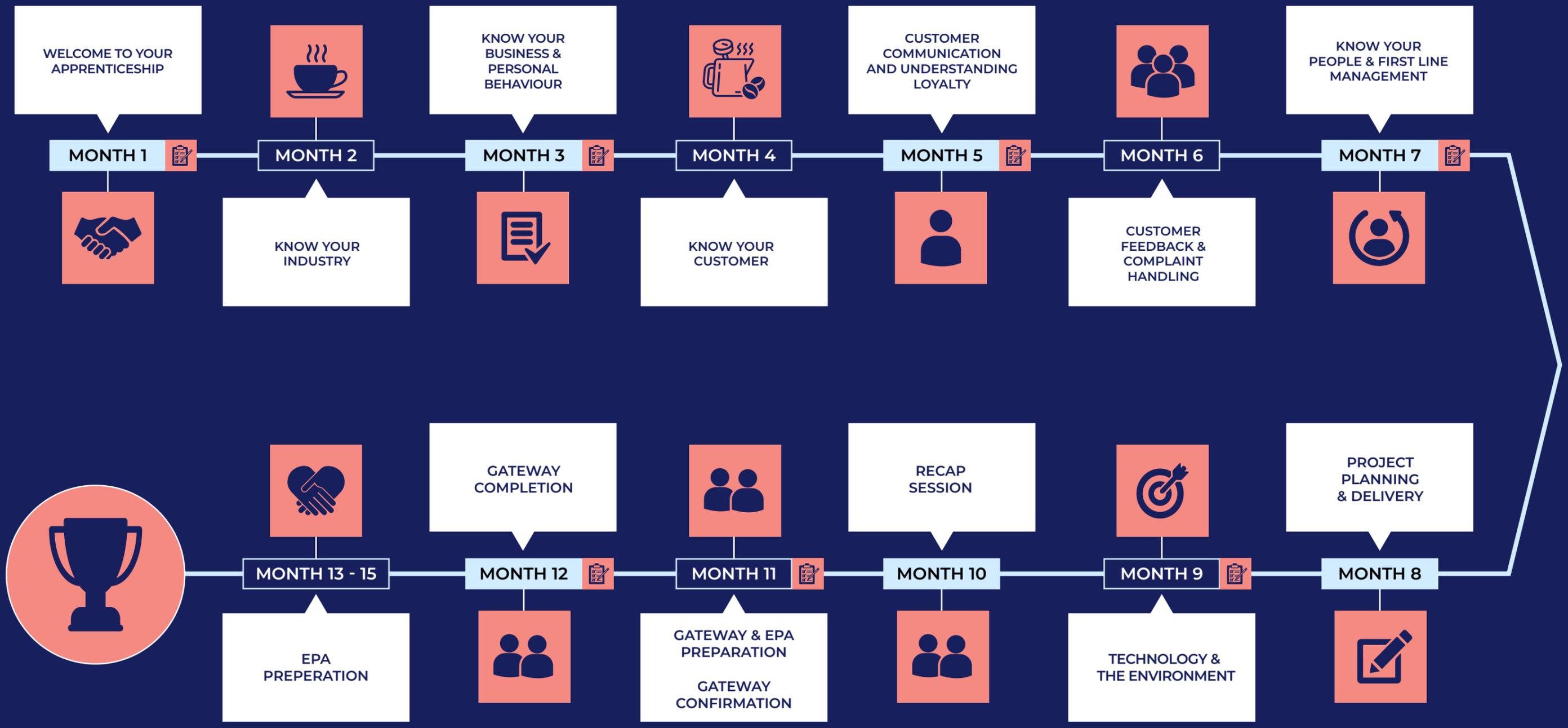
The apprentice is invited to attend an Induction Session, which is delivered by one of the Apprenticeship Training team via Microsoft Teams.



Learning then commences from the date of the apprentice's attendance at the Induction Session.

# Your Journey

## HOSPITALITY TEAM MEMBER Level 2



### REMOTE 1-1 OR A FACE TO FACE

These sessions will occur each month and will be delivered either remotely via Teams or in person at the Apprentice's workplace. They will last between 1 and 3 hours.



### PROGRESS REVIEWS

Month	Session Title	Session Contents	Self-Learning
1	Welcome to your Apprenticeship	<ul style="list-style-type: none"> <li>Getting to know your assessor &amp; your cohort</li> <li>Delivery methods, systems &amp; the support available</li> <li>Types of organisations within the hospitality industry; how they differ, how they are similar &amp; progression routes available</li> <li>British values / Equality &amp; Diversity / Prevent / Safeguarding</li> </ul> <p>PROGRESS REVIEW</p>	<ul style="list-style-type: none"> <li>A day in the life: Create a story of what a normal day at work looks like for you. Tell me about your site, how many staff, who do you serve, what are your daily tasks, who is your line manager, what is your usual workstation.</li> <li>OneFile induction course: to support your induction and knowledge of the tools you'll be using.</li> <li>OneFile Safeguarding course: an online course to strengthen your knowledge of safeguarding and help available to you.</li> </ul>
2	Knowing your industry	<ul style="list-style-type: none"> <li>How your business is positioned within the wider hospitality industry &amp; who are your main competitors</li> <li>Understanding market share &amp; recognising how you compare against direct competitors</li> <li>Understanding business USPs, promotions, campaigns &amp; your personal impact</li> </ul>	<ul style="list-style-type: none"> <li>Beginning your workbook: Using the knowledge, you have gained in your webinars, complete questions on the industry, personal behaviours, and your business.</li> <li>Your workbook: Complete questions based on your specialist route, with pictures of the popular items you prepare and serve.</li> <li>Research: Find out about two competitors to your business. Think about who they are, what they offer, what are their USPs and how they compare to your business.</li> </ul>
3	Your business & personal behaviour	<ul style="list-style-type: none"> <li>Company vision &amp; values &amp; how your area of work contributes to business targets</li> <li>Understand how personal discipline in approach to work, personal presentation &amp; conduct can impact on the business reputation</li> <li>Knowing how your role can impact &amp; minimise financial loss to the business</li> <li>Recognise &amp; understand legislative responsibilities to products &amp; services</li> </ul> <p>PROGRESS REVIEW</p>	<ul style="list-style-type: none"> <li>Your workbook: Using the knowledge, you have gained in your webinars, complete questions on business values, your direct competitors and financial loss.</li> <li>Your workbook: Complete a section of questions on your specialist route.</li> <li>Research: Find out about legislation relating to your role and business. Think about the risks at site, the policies you have in place to prevent this, and what legislation is involved in promotions and offers.</li> </ul>
4	Know your customer	<ul style="list-style-type: none"> <li>Recognising customer profiles, how to correctly identify &amp; meet customer needs</li> <li>Confidently know the products &amp; services offered by the business &amp; how to match them to customer requirements</li> <li>What excellent service looks like within your business</li> </ul>	<ul style="list-style-type: none"> <li>Your workbook: Using the knowledge you have gained in your webinars, complete questions on promotions, market share and legislation.</li> <li>The perfect serve: Create a 'how to' guide explaining how you create the perfect serve of the most popular item on your menu.</li> <li>Research: Find out how you can reduce the possibility of financial loss in your workplace.</li> </ul>
5	Customer communication & understanding loyalty	<ul style="list-style-type: none"> <li>The importance of meeting &amp; where possible, exceeding customer expectations in line with business standards</li> <li>Positively promoting brand standards &amp; knowing what contributes to customer loyalty</li> </ul> <p>PROGRESS REVIEW</p>	<ul style="list-style-type: none"> <li>Your workbook: Using the knowledge you have gained in your webinars, complete a section of questions all about your customer needs and expectations.</li> <li>The customer journey: Draw the nine steps of a customers' journey when they visit your site. Using examples, describe how you exceed customer expectations at each stage and use each opportunity to upsell and promote your products.</li> <li>Research: Describe four customer profiles, how you determine their needs, how you match their needs to products and services and how you adapt your service to better meet them.</li> </ul>
6	Customer feedback & complaint handling	<ul style="list-style-type: none"> <li>Understand the importance of receiving &amp; dealing with customer feedback to support the improvement of products &amp; services</li> </ul>	<ul style="list-style-type: none"> <li>Your workbook: Complete a section of questions on your specialist route.</li> <li>Customer feedback: Find two positive and two negative examples and, using the service recovery model, explain the steps you can take to improve your service and / or products.</li> </ul>



7	Know your people & first line management	<ul style="list-style-type: none"> <li>Understanding the importance of using appropriate methods of communication in different situations &amp; communicating effectively &amp; accurately</li> <li>Knowing how you can support the supervision of team members</li> <li>Delivering team meetings to assist in monitoring of standards to maintain quality</li> <li>Understanding how to work with people from a wide range of backgrounds &amp; cultures</li> </ul> <p>PROGRESS REVIEW</p>	<ul style="list-style-type: none"> <li>Your workbook: Complete questions on communication methods and influence.</li> <li>Your workbook: Using the information you gained in your webinar, complete questions on supporting your line manager.</li> <li>Research: Develop your initial understanding of the changes to the hospitality industry and the supervision of team members.</li> </ul>
8	Project planning & delivery	<ul style="list-style-type: none"> <li>Building a Personal Development Plan &amp; the importance of continued focus</li> <li>How to prepare, build and deliver a business project to best showcase your abilities</li> <li>Know how you can support &amp; influence team members positively</li> <li>Recognising how team members are dependent on each other to meet business objectives</li> </ul>	<ul style="list-style-type: none"> <li>Your workbook: Complete a section of questions on your specialist route.</li> <li>Research: Develop your understanding of communication methods and how you can influence the team around you. Find out about working with people from a wide range of backgrounds and cultures.</li> <li>Business project: Plan a team incentive at your site around upselling and promotions. You will use all your newly learned skills to research, plan, implement and monitor your project before delivering it to you line manager.</li> </ul>
9	Technology & the environment	<ul style="list-style-type: none"> <li>Understand how the use of technology can enhance customer service &amp; productivity in hospitality</li> <li>Know how the activities in hospitality can have a negative effect on the environment</li> </ul> <p>PROGRESS REVIEW</p>	<ul style="list-style-type: none"> <li>Your workbook: Using your knowledge from the webinar, complete questions on your impact in the uses of technology and protecting the environment.</li> <li>Your personal development plan: Working with your line manager, you will complete a development plan to support your next steps in learning.</li> <li>Research: Explore the impact of technology on the customer journey, and how the hospitality industry impacts the World we live in through the environment.</li> </ul>
10	Recap session	<ul style="list-style-type: none"> <li>Built around any areas needing revisiting to strengthen your knowledge &amp; understanding</li> </ul>	<ul style="list-style-type: none"> <li>Your workbook: Show off your journey by making the same popular items you made in your second month and reflecting on how your abilities have improved.</li> <li>Conducting a team briefing: By gathering customer feedback, you will relay this to your fellow team and lead a conversation on improving customer service.</li> <li>Research: Find out about the impact of your business on the environment, and what they do to minimise the effects. Also understand the role you play in sustainability.</li> </ul>
11	Gateway & EPA preparation	<ul style="list-style-type: none"> <li>EPA support &amp; preparation on the process</li> <li>Discuss readiness with line manager</li> </ul> <p>PROGRESS REVIEW</p>	<ul style="list-style-type: none"> <li>A day in the life: You will revisit how you organise your workload, your daily tasks and how this has changed in the last year on your programme.</li> <li>Research: Looking into the perfect service, you will research your selected route and your impact.</li> <li>Understanding line management: Taking your first steps in line management, you will work with your line manager to decide a task you can complete to support their workload and improve your team's abilities.</li> </ul>
12	Gateway completion	<ul style="list-style-type: none"> <li>Gateway meeting with employer, assessor &amp; apprentice</li> <li>Completion of exit survey</li> </ul> <p>GATEWAY REVIEW</p>	
13 15	EPA completion	<ul style="list-style-type: none"> <li>Personalised support for EPA compilation</li> <li>Completion of four EPA stages</li> </ul>	

# End Point Assessment Information

## What is Gateway?

Gateway is triggered when the apprentice has achieved all knowledge, skills and behaviours set out in the assessment plan, has been on programme for a minimum of 1 year and 1 week and the apprentice, employer and training provider feel the apprentice is ready for their EPA. The gateway period is roughly 4 months, and this allows the apprentice to prepare and agree a date with the EPAO to when the assessment will take place.

**Note: Gateway can only be achieved once the following has been met.**

English and Maths at Level 1 (or equivalent) and Level 2 to be attempted

Completion of knowledge, skills and behaviours

Minimum of 20% OTJT recorded

Gateway declaration signed by apprentice, line manager and apprenticeship trainer



## What is End Point Assessment?

End Point Assessment (EPA) is made up of a range of synoptic assessments which are completed at the end of the apprentices' programme, once they have achieved gateway requirements. EPA takes place to ensure the apprentice has the knowledge, skills and behaviours outlined in the apprenticeship standard in order to be occupationally competent.

Assessments have been designed by employers in the sector and will be conducted by an Independent End Point Assessor (IEPA) who works for an End Point Assessment Organisation (EPAO). All assessments must be passed for the apprentice to achieve. There are 3 available grades for this standard; **fail, pass and distinction.**

### Assessments which form EPA activities – Hospitality Team Member Level 2

Knowledge Test	90-minute test
Practical Observation	120-minute observation of apprentice duties.
Business Project	800-1200 words
Professional Discussion and Business Project Presentation	40-minutes



# Delivery Types:



## WEBINARS

These will be delivered via the Microsoft Teams platform and will be a maximum of 2 hours. They may be delivered on an individual basis or with a group of apprentices. The trainer will deliver a session on a particular topic and you will have the opportunity to have input through discussion and the use of the in-platform chat facility. These webinars will provide you with learning that counts towards your off the job training and will also provide you with tasks to complete for your apprenticeship learning. Please note that webinars will be recorded and be stored securely on Onefile to evidence your learning and participation.



## 1:1 SESSIONS

These will be either face to face or carried out remotely via Microsoft Teams. They will provide you with dedicated time with your trainer to discuss your progress towards achieving your apprenticeship and any aspects where you may feel you need extra support or guidance. Your trainer will also provide you with feedback on any work that has been set and guide you towards the next steps in your apprenticeship programme. Your trainer can also guide you towards additional resources that stretch your knowledge and understanding of relevant topics. Off the job training will also be reviewed to make sure you are on track to meet the minimum 20% requirement. All other work set will be reviewed and any additional support provided if needed. If any assessments are planned to take place during the 1:1 visit these will be recorded and added to your OneFile portfolio as evidence towards completion of your apprenticeship.



## PROGRESS REVIEWS

These can either be face to face or remote and will require the involvement of your line manager. The reviews take place at least every 8 weeks and is intended to provide an update on progress towards completion of your apprenticeship. Your manager will provide their input in order to make sure that the apprenticeship is meeting the needs of your employer and that you are gaining the skills, knowledge and behaviours to improve your working practices. Targets will be set for completion of varying tasks, which can include developing softer skills or enhancing your maths, English and digital skills. Reviews are usually recorded and then stored on OneFile.



## ONEFILE ONLINE COURSES

These online courses are designed to provide essential knowledge information to continue to stretch and challenge you throughout the apprenticeship. They are designed to be completed in your own time and will have knowledge checks for each. These courses can also contribute to your apprenticeship standard in conjunction with work set by your trainer. They will help build your knowledge and can expand your understanding of the industry, as well as contributing to your off the job training.

\*Please note that any webinars, 1:1 meetings and progress reviews will be recorded, and securely saved and stored to your OneFile account, where only you, your manager and Step22 staff involved in your training can have access. These will not be shared outside of OneFile without your permission.

Group webinars will also be recorded and made available as a resource on OneFile. Other apprentices may access these files if they are unable to attend the live sessions.

## SYSTEMS

OneFile is the e-portfolio for your Apprenticeship. This is where you will store your evidence, log your 20% off-the-job-training, and track your progress towards achievement. Gone are the days of ring binders and plastic wallets, this is your one stop shop for Apprenticeship programmes.



For the duration of your Apprenticeship, you will be given an Microsoft365 account, which provides you access to a wide range of Microsoft Office applications such as Outlook, Word, Excel and the Teams collaboration and communication tool. Teams will be integral to how you will engage and communicate with your trainer and take part in online webinars with other apprentices. You will be provided with a separate user guide to support you in setting this amazing tool up.



BKSB is a web based platform used to obtain initial assessments and diagnostic assessments on English and Maths which then provide an individual learning plan on how to fill learners' skills gaps. Our trainers use BKSB to support one-to-one learning to improve English and Maths skills no matter what apprentices previous achievements in these subjects are. Independent learning on BKSB is encouraged to allow apprentices to work at their own pace through learning resources, skills checks and revision scenarios.



StepUp your Learning is our own hospitality specialist learning platform. You will be given access to a number of modules to compliment your learning during your apprenticeship. Topics include Allergen Awareness; Food Safety; COSHH; Guest Excellence.



## Next Steps...

Following successful completion of your apprenticeship, you will be able to progress to the following:

- Hospitality Supervisor Level 3

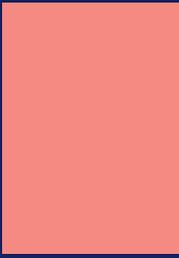
## Interested?

If you are interested in starting your apprenticeship journey?

Please contact us at:

[apprenticeships@step-22.co.uk](mailto:apprenticeships@step-22.co.uk)





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