



Why complete a... Catering & Hospitality Foundation Apprenticeship

A solution for your training needs and career progression

ROLE OVERVIEW

Catering and Hospitality assistants work in a range of hospitality settings, for example in hotels, holiday parks, restaurants, cafes, schools, hospitals and many other places where catering and hospitality takes place.

The broad purpose is to provide high quality hospitality services to customers. Daily duties will vary dependent on where they work and whether their work is focused on catering or food and beverage service.

KEY POINTS

- **Level:** 2 Foundation
- **Duration:** 8 months + Apprenticeship Assessment
- **Entry requirements:** The apprentice must normally be aged 16 to 21 at the start of their apprenticeship
- **Career progression:** Upon successful completion you may progress onto role specific apprenticeships

KNOWLEDGE REQUIREMENTS



- Correct knife, equipment, or technology for task and how to use effectively and efficiently
- Quality indicators in and seasonality of ingredients
- Methods of producing dishes to business standards
- Methods of weighing, measuring, and scaling
- Business standards for the service of food and beverages
- Methods of communication with customers and how to tailor communication to different situations and customer needs
- Methods of dealing with or escalating feedback, complaints or issues that impact service to maintain a positive customer experience
- Food safety, allergen, and hygiene legislation and procedures relevant to own role

SKILL REQUIREMENTS



- Uses knives, equipment or technology effectively and efficiently
- Undertakes sustainable stock use, storage, and rotation under supervision
- Serves food and beverages to individual business standards as part of a team
- Tailors communication techniques to meet customer needs and build rapport
- Deals with or escalates issues that impact service and customer experience, and implements any instructions given by supervisor
- Complies with health and safety legislation, regulations, guidelines, and procedures

BEHAVIOUR REQUIREMENTS



- Act in a professional manner including good time keeping and conduct
- Apply new learning and feedback to everyday practice
- Complete own work tasks and ask for help when needed
- Work with colleagues to contribute to team outcomes

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