



Why Work as a... Hospitality Team Member

A solution for your training needs and career progression

ROLE OVERVIEW

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. 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.

KEY POINTS

- **Level:** 2
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** This apprenticeship provides an ideal entry into the occupation and supports progression within the sector

KNOWLEDGE REQUIREMENTS



- Recognise customer profiles in hospitality and how customers have different needs
- Understand the importance of meeting, and where possible, exceeding customer expectations in line with the business / brand standards
- Know how own role can minimise unnecessary financial loss to the business
- 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 to work with people from a wide range of backgrounds and cultures
- Understand how to support the supervision of team members for example new and junior employees to assist line manager

SKILL REQUIREMENTS



- Check that customers are satisfied with products and services and act on feedback in line with business procedures
- Actively promote the unique selling points of the business and special offers available and promotions to customers
- Communicate accurately and effectively with others in line with the business culture to achieve the best result according to the situation
- Contribute to meetings and planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained

BEHAVIOUR REQUIREMENTS



- Take an enthusiastic and positive approach to providing excellent customer service
- Keep up to date with how the business positions itself within the wider hospitality industry
- Operate in a fair and professional manner
- Demonstrate the ability and confidence to deputise for the line manager when necessary

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