



Why Work as a... Food and Beverage Team Member

A solution for your training needs and career progression

ROLE OVERVIEW

F&B Team Members assemble and serve a range of food and beverages to customers, ensuring a seamless and quality customer experience. Duties include making beverages such as cocktails and coffees, serving food and beverages, managing bookings, greeting and serving customers, managing groups of customers, taking payments and resolving any issues or complaints.

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



- Range of food and beverages, their price, and any pairings, deals or offers
- Methods for maintaining a hygienic, safe, and secure working environment
- Impact of full stock availability on the customer and the financial performance of the business
- Methods of dealing with or escalating feedback, complaints or issues that impact service and customer experience, to business standards
- Professional standards including behaviour, appearance, timekeeping and efficient delivery of expected tasks
- Customer types and how their specific needs and customer journeys differ
- Responsibilities of a server under the licensing act
- Food safety inspections, relevance to own role, and penalties for non-compliance with legislation

SKILL REQUIREMENTS



- Tailors communication techniques to meet customer needs and build rapport
- Handle transactions and payments securely
- Use professional methods of communication that are tailored to different situations, and individual and team needs
- Manages own time and workload, prioritising tasks
- Maintain and rotate stock according to life cycle and business processes
- Check customers are satisfied with products and services through questioning and act on feedback in line with business procedures

BEHAVIOUR REQUIREMENTS



- Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate
- Commercially aware
- Customer focused
- Be diligent in safe and hygienic working practices
- Be team focused, working collaboratively with colleagues and other professionals

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