

Hospitality Team Member: Level 2



Overview

Working in a range of establishments, a Hospitality Team Member's role is varied and can specialise in areas including food and beverage service, barista, house keeping, concierge, reception, conference and banqueting. Developing high quality hospitality skills and recognising customer needs forms the basis for an outstanding service for any business' clientele. This Level 2 course can be achieved in as little as 12 months.

Industry Knowledge

Hospitality Team Members must understand the culture of the industry and understand the importance of being able to communicate with a diverse range of people. Team Members will be able to specialise in one of the following areas:

- Food & Beverage Service
- Alcoholic Beverage Service - to include wine service, beer / cask ale or cocktails / mixology
- Barista
- Food Production
- Concierge
- House Keeping
- Reception
- Reservations
- Conference & Event Operations

Behaviours

Team Members must be able to:

- Take a responsible approach to the preparation, sale and service of food and beverages
- Use appropriate opportunities to upsell and promote additional products and services
- Actively seek opportunities to delight and 'wow' customers in line with brand standard to create a great guest experience
- Demonstrate high personal hygiene standards and clean work station ethics
- Maintain customer confidentiality and discretion, providing customers with information and services giving them the best out of their stay
- Pay attention to detail and have high standards of cleanliness and presentation whilst working in a discreet manner
- Be highly organised and have the ability to multitask whilst maintaining an engaging, friendly and helpful attitude to customers
- Anticipate customer needs and adapt products and services to meet them
- Ensure interdepartmental and external communication provides good flow of information to meet and exceed customers' expectations

Developing U

12 James Way
Bletchley
Milton Keynes
MK1 1SU
Tel 01908 366258
info@devu.co.uk
www.developingu.org.uk

**For further information about the Apprenticeships we offer
call our team on 01908 366258 or email info@devu.co.uk**