



HOSPITALITY TEAM MEMBER LEVEL 2

A Hospitality Team Member can work across a range of hospitality settings including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is varied and individuals tend to specialise in an area and have to be adaptable and ready to support team members across the business.

WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

TOTAL DURATION: 18 MONTHS

PRACTICAL PERIOD: 15 MONTHS

EPA PERIOD: 3 MONTHS

EPA ORGANISATION: PEOPLE 1ST INTERNATIONAL

ASSESSMENT METHOD: ON DEMAND TEST,
PRACTICAL OBSERVATION, BUSINESS PROJECT,
PROFESSIONAL DISCUSSION

KNOWLEDGE, SKILLS AND BEHAVIOURS THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- Know the business vision and values, products/services and business aim.
- Responsible approach to the preparation, sale and service in relation to safe handling, storage and communicating contents of products.
- Handling payments.
- Comply with legal requirements.
- Minimise waste.
- Put people at ease in all matters.
- Understand the importance of meeting customer expectations.

HOSPITALITY TEAM MEMBER

KNOWLEDGE

- Recognise customer profiles and needs
- Understand the importance of meeting customer expectations
- Understand importance of receiving and dealing with customer feedback.
- Know the business vision and values, products/services and business aim.
- Understand use of technology to enhance customer service
- Communication methods
- Know how to influence a team

SKILLS

- Communication
- Customer service
- Use technology appropriately
- Handling payments
- Comply with legal requirements
- Minimise waste
- Put people at ease in all matters

BEHAVIOURS

- Responsible approach to the preparation, sale and service in relation to safe handling, storage and communicating contents of products
- Use appropriate opportunities to up-sell and promote products and services
- Actively seek opportunity to 'wow' customers

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