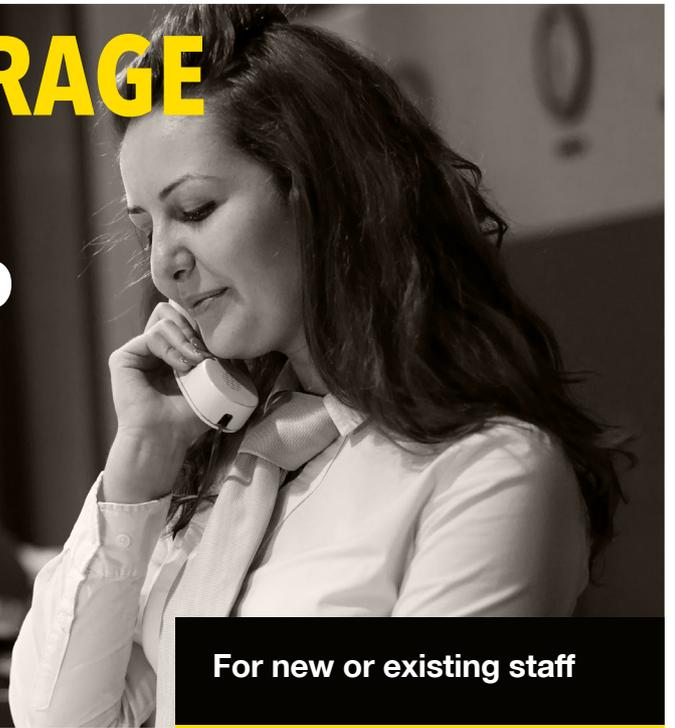


# FOOD AND BEVERAGE TEAM MEMBER APPRENTICESHIP LEVEL 2



For new or existing staff

## Qualification

Food and Beverage Team  
Member Apprenticeship  
Standard Level 2

Completers may want to progress to  
Hospitality Supervisor Standard

An employee in this occupation will be responsible for.. carrying out a range of food and beverage service activities, in restaurants, bars, pubs, counter service and coffee outlets and meeting quality, deadline, productivity, hygiene, financial and environmental requirements. They are largely responsible for timing of service, atmosphere and guest management front of house. Employers are responsible for applying legislation related to food safety as well as general Health and Safety. They are responsible for ensuring customer needs are met and acting to increase the popularity of the establishment and profitability of products, including promoting items and upselling to customers. They will contribute to stock management, proactive planning and risk management, meeting daily, weekly and monthly to provide innovative suggestions and ideas. They will ensure safe production of food, beverages and other products and a safe, calm and professional working environment for themselves and colleagues.

### Delivery model and duration:

Workplace delivery with a structured scheme of work.

**Duration: 15 months plus up to 3 months for End Point Assessment**

### Ideal for:

- Bar person
- Bartender
- Food and beverage assistant
- Waiter or waitress

### The apprenticeship will cover the following core areas:

- Customer service
- Understanding legislation
- Upselling
- Identify opportunities to promote the organisation
- Effective communication
- Resolve customer problems
- Become a specialist in a hospitality area
- Customer experience

### Benefits to business:

- Excellent opportunity to upskill existing staff with a broad range of hospitality skills
- Staff will be competent, with knowledge of legislations required in a Hospitality environment (H&S)
- Develop a team who will drive your business forward in a competitive market
- Increase staff retention and experience

### Entry Criteria:

- GCSEs in English and maths grade 9 - 1 or A - G (or Level 1 Functional Skills equivalent)

### Benefits for learners:

- Enhance your hospitality skills and gain a professional qualification whilst you work
- Great scope for career progression and personal development
- The opportunity to attend additional workshops such as food safety and personal license courses
- Continued support from Gloucestershire College and award winning trainers

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**GC**  
Gloucestershire College

# FOOD AND BEVERAGE TEAM MEMBER APPRENTICESHIP LEVEL 2

## Components

Functional Skills English and  
Mathematics at Level 1  
(working towards Level 2)

## End Point Assessment

The End Point Assessment will test the entire Standard, and be undertaken as follows:

- Interview underpinned by portfolio of evidence
- Practical observation with questioning : 2 hour observation of the apprentice in the working environment including questioning

## Duties developed during the apprenticeship will include:

Serve food and beverages maintaining individual company standards.

Deliver relevant food and beverage services, taking opportunities to maximise sales and improve customer experience and satisfaction.

Use communication effectively when delivering service, adapting communication to individual needs.

Maintain a safe, hygienic, and efficient working environment in line with individual business processes.

When providing service, ensure compliance with legislations; health and safety, food safety, including allergens and licensing laws relevant to own role.

Engage with and use technology and equipment relevant to role appropriately and safely.

Handle transactions and payments securely.

Work as part a team to ensure the delivery of allocated tasks, proactively dealing with any issues to ensure service is maintained.

Monitor and maintain stock levels in line with demand.

Know when and how to escalate issues and to whom.

Take personal responsibility for own development.

Comply with employer's expectations of professional standards in the workplace.

Engage with sustainability practices and initiatives within own business area and encourage others to seek opportunities to reduce impact on the environment.

Contribute ideas and suggestions to continually improve the efficiency and effectiveness of standard operating processes and ways of working.

Comply with principles and policies of equity, diversity and inclusion in the workplace.