

**Riverside  
College**

Widnes & Runcorn

**Level 2**

**Hospitality Team Member**



**99%**  
Employer Satisfaction

# Level 2

## Hospitality Team Member Apprenticeship

### Summary

A hospitality team member can work in a range of establishments, for example, restaurants, cafes, conference centres banqueting venues, hotels or contract caterers. The role is 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. There are different pathways to this apprenticeship and we will be offering the “Food Production” pathway.

It is also important to develop a fantastic range of “hospitality” skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer, whether they are eating in a restaurant, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

### Entry Criteria

We would expect apprentices to ideally have achieved level 1 qualifications in English and Maths

### Attendance

Apprentices will have an assessor visit the workplace and will be required to attend college every 3rd week for practical sessions (during term-time only) at our Kingsway College Campus

### Duration

15 months + End Point Assessment

### What will I learn?

A Hospitality Team Member (Food production) will learn to:

- Recognise customer profiles in hospitality and how customers have different needs
- Know how to perform basic food processing tasks such as preparation, cooking and regeneration of food in line with business.
- Know how to maintain excellent standards of hygiene and how to use equipment correctly and store food safely
- Know the different food groups commonly used in food production
- Knowledge of Allergens and dietary requirements
- Deliver excellent customer service

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# The Apprenticeship Journey

## Initial Steps



### Make an application

- Via your employer
- Or for a new apprenticeship vacancy

### Interview Stage

(NA for existing employees)

### Initial Assessment

Functional Skills (if required)

## Your Apprenticeship



### Induction (0-3 Months)

- Start with employer
- Enrolment onto course
- Understand expectations

### On Programme (3– 15months)

- Attendance at college (once a week)
- Work towards Knowledge, skills and behaviours

### Gateway (15 months+)

- Meets minimum requirements for knowledge, skills and behaviours
- Achieved level 1 Maths/ English and attempted level 2

## Your End Point Assessment



### End Point Assessment (15 months+)

- Distinction, Pass, Fail marking

#### Assessment Type

On demand test

Practical Observation

Business Project / Discussion

# How To Contact Us

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## Employer Services:

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