



training and
recruitment

Hospitality Services

Food & Beverage Team Member Level 2

This programme is designed for employees who work in a range of establishments including bars, restaurants, cafes and conference centres and are involved in, but not limited to; assembling and serving a range of food and beverages to customers, ensuring a seamless and quality customer experience, managing bookings, greeting and serving customers, promoting items, managing groups of customers, taking payments and resolving any issues or complaints. Food and Beverage Team members would clean and sanitise work areas, utensils and equipment and make sure seating areas were cleared and ready for new customers. They are responsible for presenting promotions to customers, and upselling items, as well as monitoring and replenishing stock front of house.



Get in touch

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See programme info



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Who is it for?

Bartender, Bar Persons, Food & Beverage Assistants, Food & Beverage Team Members, Waiters or Waitresses.

Learning Topics

- Food & Beverage Standards
- Customer Service
- Hygiene and Health & Safety Standards
- Food Allergen Legislation, Policies & Procedures
- Teamwork
- Personal & Professional Development
- Communication

Learner Journey

- 11 months on-programme learning + 3 months End Point Assessment (observation with questions & interview with portfolio)
- Monthly virtual classroom lessons/workshops
- Online 121 support from our specialist tutors
- Workplace training, shadowing & mentoring
- End Point Assessment preparation
- 292 hours of Dedicated Learning Time will need to be recorded across the duration of your qualification