



training and
recruitment

Hospitality Services

Hospitality Accommodation Team Member Level 2

This programme is designed for employees working in hotels, inns, holiday parks, B&Bs, restaurants or pubs with rooms offering accommodation to paying guests. Apprentices will develop a range of diverse guest-focused skills including dining and bar, reception, and housekeeping by moving between departments to gain broad based knowledge and experience within each role and are responsible for the smooth operation of the business, working or sharing information cross-departmentally in order to deliver all the services that make up the guest experience.



Get in touch

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See programme info



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Who is it for?

General Assistants, Hospitality Accommodation Team Members, Hospitality Team Members and Integrated Team Members.

Learning Topics

- High quality food and beverage standards
- Housekeeping and guest services
- Legislation, Policies and Procedures
- Hospitality operations
- Personal and Professional Development

Learner Journey

- 11 months on-programme learning + 3 months End Point Assessment period (observation with questioning & professional discussion with portfolio)
- Functional Skills support in English and Maths
- Monthly virtual classroom lessons/workshops
- Online 121 support from our specialist tutors
- Workplace training, shadowing & mentoring
- End Point Assessment preparation
- Progress Reviews
- 292 hours of Dedicated Learning Time will need to be recorded across the duration of your qualification