

Apprenticeships



Hospitality

“Exceptional Servicethe Key to Success”

It is vital that the individuals employed to work in the service industry are skilled to the highest professional level.

An Apprenticeship in Hospitality equips the staff member with the necessary skills to work in a variety of roles within this exciting customer focussed industry.

Benefits to Employer

- **Improve your bottom line**
Apprenticeships deliver real returns to your bottom line. Training apprenticeships is more cost effective than hiring skilled staff, which reduces training and recruitment costs.
- **Fill your skills gaps**
Apprenticeships deliver skills designed around your business needs, and help you develop the specialist skills needed to keep pace in your sector.
- **Motivate your workplace**
Apprentices tend to be eager, motivated, flexible and loyal to the company that invested in them.



Apprenticeships can be delivered to members of your existing workforce, currently available with full funding for any age group.



Benefits to the Apprentice

- ◆ Earn while you learn
- ◆ Could be debt free
- ◆ Gain nationally recognised qualifications as you work
- ◆ Improve skills and increase your chances of promotion
- ◆ Progression to other routes still a possible alternative
- ◆ Support from employer
- ◆ Paid holidays

Awarding Body

Talent Training is a fully accredited and approved centre for some of the biggest and most widely respected awarding bodies in the country including CFA and City and Guilds.

Course Delivery

- ◆ The Apprenticeship is broken into four elements – see left
- ◆ We deliver in the workplace, often on a one to one basis to ensure maximum effectiveness
- ◆ Our assessors will visit the apprentice on site for just two hours every month
- ◆ NVQs are competence based and care assessed with portfolio of evidence
- ◆ Functional skills and Technical Certificates are tested via multiple choice tests

Costs

All resources are provided by us, but like all employees, apprenticeships must still receive a wage. The current national minimum wage for an apprentice starts at £2.50ph.



Course Content

The Diploma (NVQ) element of this Apprenticeship includes units/credits in a wide range variety of areas, and may include some of the following, depending on the role of the apprentice.

- ◆ Maintain a Safe , Hygienic and secure working environment
- ◆ Maintain Food Safety
- ◆ Prepare and cook fish
- ◆ Prepare and cook meat & poultry
- ◆ Set up and close kitchen
- ◆ Produce basic pasta dishes
- ◆ Collect linen & Make Beds
- ◆ Use of different chemicals and equipment
- ◆ Carry out periodic room servicing and deep cleaning
- ◆ Deal with arrival of customers
- ◆ Prepare customer accounts and deal with departures
- ◆ Provide reception services
- ◆ Resolve customer service problems
- ◆ Maintain & deal with payments

Other Apprenticeship Elements

Functional Skills

- ◆ English Level 1
- ◆ Mathematics Level 1

Technical Certificate

- ◆ Level 2 Certificate in Hospitality & Catering Principles (Hospitality Services)

In partnership with

