

Food and Beverage Team Member Apprenticeship Standard

Ofsted Outstanding Provider

Course Level: Level 2 | **Campus: Stafford** | **Subject Type: Hospitality & Catering**

Course Overview:

Food and Beverage operations is found in a large range of sectors across the hospitality industry, one of the most diverse industries globally. Employers range from small to large. Food and Beverage team members work in a range of establishments including restaurants, cafes, counter service, licensed premises, casinos and coffee shops.

What's Covered:

The broad purpose of the occupation is to assemble and serve a range of food and beverages to customers, ensuring a seamless and quality customer experience. General duties include making beverages such as cocktails, coffees and other drinks, serving food and beverages, managing bookings, greeting and serving customers, promoting items, managing groups of customers, taking payments and resolving any issues or complaints. In a restaurant, for example, food and beverage team members would be expected to perform a variety of daily activities, such as monitoring and managing customers to ensure customer needs are met, waiting tables, serving beverages and assisting customers, communicating efficiently and effectively and creating a positive and comfortable environment. 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. Team members are responsible for presenting promotions to customers, and upselling items. Team members are expected to monitor and replenish stock front of house.

In their daily work, an employee in this occupation interacts with... a variety of people including other members of their team and managers. They collaborate closely with back of house colleagues and across the wider organisation. Their main point of contact is with external customers such as restaurant or cafe guests where they are largely responsible for the customer experience.

An employee in this occupation will be responsible for areas including: 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. Employees 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.

Entry Requirements:

Employers may set their own entry requirements. GCSE A to C (9-4) will allow exemption of the maths and English component of the apprenticeship. Apprentices without these GCSE grades, you will need to achieve Functional Skills Level 1 English and maths, and take the test for Level 2 prior to taking the end-point-assessment.

Assessment Information:

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Your progress is monitored and assessments are arranged throughout the course.

This may include observations of performance, discussions, questioning, testimonies, reflective accounts, assignments and gathering workplace evidence, work products and independent research.

End Point Assessment comprises of
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Observation with questions

Interview underpinned by a portfolio of evidence.

Fees and Financial Support:

While you are on an apprenticeship your employer pays you a salary and supports you whilst you undertake your training.

Progression:

Your assessor will discuss with you and your employer the next steps to take.

What else do I need to know?

On an apprenticeship programme you usually work for a minimum of 30 hours a week for the employer and then have one day a week at college or designated time in the workplace.

Whilst you are on an apprenticeship, your employer pays you a salary, this includes all of the job training as well.

How do I find out more?

Telephone: 01782 254287 (Newcastle office) or 01785 275660 (Stafford office)
Email: apprenticeships@nscg.ac.uk