



F&B Team Member Level 2 Apprenticeship

A F&B team member role is very varied and although team members tend to specialise in an area, they have to be adaptable and ready to support other team members across the business, for example during busy periods. The most important part of the role is developing fantastic '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, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

Your training will include the following topics:

- Introduction to Hospitality & the Organisation
- Personal Development & Performance
- Customer Service & Focus
- Customer Feedback
- Business Efficiency & Controls
- Legislation & Environmental Impact
- Teamwork & Equality
- Menu Understanding
- Conflict Management

EPA Requirements:

- Observation with Question and Answer
- Interview underpinned by a Portfolio of Evidence

Who is it suitable for?

This standard is suitable for a range of job roles and hospitality establishments, such as bars, restaurants, cafes, hotels or contract caterers

How long will it take?

A minimum of 12 months training followed by up to 2 months for EPA

Functional Skills requirement:

English & Maths is now optional for apprentices aged 19 and over. During the initial assessment, a discussion will take place between the apprentice and employer to determine whether they will pursue English & Maths as part of their learning. If all parties agree English & Maths will be undertaken, this training will be included as part of the apprentice's training plan. This requirement remains mandatory for apprentices aged 16-18

Progression routes

Upon completion of this standard you will be able to progress to a level 3 apprenticeship, Hospitality Supervisor is a natural next step



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