

HOSPITALITY TEAM MEMBER APPRENTICESHIP

STANDARD LEVEL 2: HOUSEKEEPING

Housekeeping team members will recognise the customer's needs, knowing how to match them to a products or service within the business, delivering satisfaction and loyalty for an organisation.

TRAINING BENEFITS

On completion of this 12 month standard, apprentices will demonstrate how to clean and maintain a variety of areas including customer bedrooms and public areas to meet business and brand standards. The apprenticeship standards "knowledge, skills and behaviours" are developed over the course of the programme via scheduled learning interventions with employer mentors and Lifetime regional trainers. Learning activities and coaching sessions are aligned to support the learner to learn, practice and prepare for End Point Assessment.

WHAT'S COVERED?

- **Customer:** Apprentices recognise customer profiles in hospitality and how customers have different needs while delivering excellent customer service in line with business and brand standards.
- **Business:** Apprentices know the business vision and values, its main competitors and how it fits in the wider hospitality industry while trying to increase its market share, using promotions and unique selling points.
- **People:** Apprentices understand how to work with people from a wide range of backgrounds and cultures, and the importance of using appropriate methods of communication that are suitable for different situations and individuals' needs in a variety of hospitality contexts.
- **First line supervision:** Apprentices understand how to support the supervision of new and junior team members to assist the line manager.
- **Health and Safety:** Apprentices know the current legislation regarding safe lifting and handling and COSHH.
- **Servicing Rooms:** Apprentices know the organisation's standards for linen and bed coverings, making and re-sheeting beds.
- **Environment:** Apprentices know the environmental implications connected to the use of bed and bathroom linen.
- **Maintaining Customer Areas:** Apprentices know how to clean and maintain a variety of areas, using cleaning equipment, techniques, chemicals and agents.

Continued overleaf...



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ASSESSMENT PRACTICE

Regular evaluation sessions with managers and trainers will allow apprentices to practice end assessment activities such as practical observations, Q&A sessions, reviewing the apprentice's portfolio of evidence and a series of professional discussions. To prepare for a final end point assessment apprentices will be asked to complete a number of activities in-between visits to build confidence and competence in the knowledge, skills and behaviours areas.

END POINT ASSESSMENT

Apprentices access End Point Assessment following a gateway discussion with their employer and Regional Trainer where entry requirements are discussed, checked and recorded including functional skills at the required level. The Hospitality Team Member Apprenticeship Level 2 End Point Assessment will include the following types of assessment:

- Multiple Choice Questions
- Practical observation
- Professional discussion
- Business project



GET IN TOUCH

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