

HOSPITALITY TEAM MEMBER APPRENTICESHIP

STANDARD LEVEL 2: LICENSED RETAIL

Licensed Retail 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 a licensed premises is regulated and their responsibilities when dealing with a variety of alcoholic and non-alcoholic beverages. 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.
- **Licensing Objectives:** Apprentices know the four licensing objectives and how these are embedded in the operating schedule of the licensed premises.
- **Sale of Alcohol:** Apprentices understand the implications of an illegal sale for both the individual making the sale and the organisation.
- **Drinks Service:** Apprentices Serve beverages correctly following organisation procedures including a range of bottled beer, spirits, minerals and hot and cold drinks.
- **Drugs awareness:** Apprentices Understand what symptoms indicate that a customer is under the influence of drugs and what your legal responsibilities are in relation to this.
- **Legislation:** Apprentices understand the current legislation regarding weights and measures, trades description, sale of goods and service of food and beverages.

Continued overleaf...



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WHAT'S COVERED - PLUS ONE OPTION FROM THE STANDARDS BELOW

Option One : Beverage Service - Beer/cask specialist

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.

Option Two: Beverage Service – Wine specialist

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.

Option Three: Beverage Service - Cocktails /mixology specialist

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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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