

HOSPITALITY TEAM MEMBER APPRENTICESHIP

STANDARD LEVEL 2: RESERVATIONS

Reservation 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 take reservations for individuals, group accommodation and event reservations. Understand requirements for processing personal and sensitive data. 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.
- **Basic life support, health, safety and security:** For example, take appropriate action in response to incidents or emergencies following local guidelines.
- **Reception procedure:** Apprentices know business procedures for delivering reception operations and understand the requirements for processing personal and sensitive data.
- **Products:** Apprentices know the products, facilities and services of the whole business and how to communicate these to customers, staff and visitors.
- **Communication:** Apprentices communicate effectively with customers at all times when greeting, listening, checking in, checking out.
- **Legislation:** Apprentices know and understand the current legislation regarding all reception functions including data protection, Hotel Proprietors Act & Health & Safety.

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



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