

Hospitality Team Member

A hospitality team member can work in a range of establishments, for example cafés, care homes or conference centres. The role is very varied and although they tend to specialise in an area, they have to be adaptable and ready to support 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.

All candidates will cover these areas on their course:

- Understand what hospitality means; the culture of the industry and why delivering a customer experience to meet and exceed customer's expectations is so important to hospitality businesses.
- Appreciate the importance of hospitality behaviours such as personal conduct, being adaptable, using initiative and communicating with a diverse range of people.
- Know the range of businesses and establishments that make up the hospitality industry, their differences and similarities and the variety of job roles and progression opportunities that are available.

Knowledge, Skills, Behaviours

- Customer
- Business
- People
- First line supervision/team leading

Then candidates/employer select one specialist area to suit their job role:

- Food and beverage service
- Alcoholic beverage service (wine service, beer/cask ale or cocktails/mixology)
- Barista
- Food production
- Concierge and guest services
- Housekeeping
- Reception
- Reservations
- Conference and event operations

Assessment

- 90 minute multiple choice test
- 2 hour practical observation
- Business project
- 40 minute professional discussion
- Grading (pass, distinction)

Funding cap

£5,000

Average duration

12 months

Level 2

GCSE A-C equivalent

Qualifications

None specified

Professional Accreditation

n/a



For further information, contact CQM
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