

Food and Beverage Team Member (L2) Apprenticeship Standard

Level: 2

Type: Part Time, Apprenticeship

Start Date: Various - Various

Course Code: CQ4ASFBTM

Typical Duration: 12 Month(s) maximum

Need to speak to us about a course?

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About the course

The Level 2 Standard prepares learners to become Food and Beverage Team Members, enabling them to work in a large range of sectors across the hospitality industry, one of the most diverse industries globally. Employers range from small to large and include bar person, bartender, food and beverage assistant, waiter or waitress, food and beverage team member.

Food and Beverage team members work in a range of establishments including restaurants, cafes, counter service, licensed premises, casinos, and coffee shops. In their daily work, an apprentice in this occupation interacts with a variety of people including other members of their team and managers. They collaborate closely with back of house colleagues and across the wider organisation. Their main point of contact is with external customers such as restaurant or cafe guests where they are largely responsible for the customer experience.

To gain this Apprenticeship, learners will need to achieve all the knowledge skills and behaviours outlined in the Standard.

There are 15 duties within the Standard covering all the necessary knowledge, skills and behaviours.

Duty 1 Serve food and beverages maintaining individual company standards.
Duty 2 Deliver relevant food and beverage services, taking opportunities to maximise sales and improve customer experience and satisfaction.
Duty 3 Use communication effectively when delivering service, adapting communication to individual needs.
Duty 4 Maintain a safe, hygienic, and efficient working environment in line with individual business processes.
Duty 5 When providing service, ensure compliance with legislations; health and safety, food safety, including allergens, and licensing laws relevant to own role.
Duty 6 Engage with and use technology and equipment relevant to role appropriately and safely.
Duty 7 Handle transactions and payments securely
Duty 8 Work as part of a team to ensure the delivery of allocated tasks, proactively dealing with any issues to ensure service is maintained.
Duty 9 Monitor and maintain stock levels in line with demand.
Duty 10 Know when and how to escalate issues and to whom.
Duty 11 Take personal responsibility for own development.
Duty 12 Comply with employer's expectations of professional standards in the workplace.
Duty 13 Engage with sustainability practices and initiatives within own business area and encourage others to seek opportunities to reduce impact on the environment.
Duty 14 Contribute ideas and suggestions to continually improve the efficiency and effectiveness of standard operating processes and ways of working.
Duty 15 Comply with principles and policies of equity, diversity, and inclusion in the workplace.

Progression and career opportunities
Upon achievement of this qualification learners can progress into various job roles within the hospitality sectors such as:

- Hospitality Manager
- Hospitality Supervisor

Entry requirements

GCSE English and maths grade 3 GCSE or above (grade D).⊠⊠Learners must be in the correct job role to provide evidence for a portfolio.

Remember, an apprenticeship is a job so the hiring employer may have additional criteria that will have to be met.

Assessment

We want you to achieve to the very best of your ability at CRC. To make this happen we offer both learning and personal support by specialist staff tailored to meet your specific needs.

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You will be assessed by a vocationally competent assessor who will support and help you gather a portfolio of evidence, using a range of methods.

This programme is delivered by your assessor and your employer in the workplace. Your employer and assessor will train you with the skills, knowledge and behaviours required to meet the KSBs and your job role. All resources will be available on our virtual learning environment (VLE) system, and we use an electronic portfolio system called Smart Assessor.

Disclaimer

Whilst every effort is made to ensure the information is correct, some details may be subject to change. Cambridge Regional College reserves the right to make amendments to the courses, dates, fees or other details, and to make cancellations or changes if numbers are insufficient.