

HOSPITALITY



L2

L3

Duration: 12-18 months

Hospitality
Level 2 & 3

Who is the qualification for?

These qualifications in *Hospitality* are for those who want to work in **Hospitality** roles in public or private sector organisations, or for those who wish to improve their **Hospitality** skills. **Hospitality Apprentices** ensure that customers are dealt with in a positive, reliable and pleasant way. A qualification in **Hospitality** can help you in a support role in any size or type of organisation. These roles include:

Hospitality Services Assistant, Waiter/Silver Service Waiter, Bar/Cellar Person, Housekeeper/Room Attendant, Receptionist.

Apprenticeship Standard

The **Hospitality Standard** is developed by employers for employers and their **Apprentices**. By putting employers in the driving seat for **Apprenticeship** development, the **Government** aims to provide people with the correct workplace skills relevant to businesses and industry.



L2

Apprenticeship: Hospitality Team Member
Awarding Organisation: City & Guilds
Duration: 12 Months
Qualification: Hospitality Team Member Level 2 Apprenticeship (Standard)

The level 2 **Hospitality Team Member Apprenticeship** is aimed at those working in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. On successful completion of this course, participants will have fully developed 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.

Paragon Skills Personal Tutors will deliver learning, provide coaching and **City & Guilds** resources to develop candidates' skills and knowledge in the following key areas:

| Knowledge | Skills | Behaviours |
|--|---|--|
| <ul style="list-style-type: none"> • Recognising customer profiles/needs • Meeting/exceeding customer expectations • Understanding personal discipline • Product and service knowledge • Enhancing customer experience and productivity | <ul style="list-style-type: none"> • Establishing a good rapport with customers • Delivering excellent customer service • Positively promoting business • Handling payments, transactions, stock and packaging • Communication | <ul style="list-style-type: none"> • Using own initiative to determine customers needs • Taking an enthusiastic approach to excellent customer service • Organising own work • Demonstrating a belief in the products and services • Working with integrity |

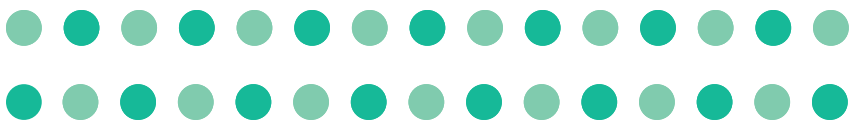


Apprenticeship: Hospitality Supervisor
 Awarding Organisation: City & Guilds
 Duration: 12 - 18 Months
 Qualification: Hospitality Supervisor Apprenticeship Level 3 (Standard)

The level 3 **Hospitality Supervisor Apprenticeship** is a natural progression from level 2 and is aimed at those who work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising **Hospitality Services** and running shifts. They typically work under pressure delivering fantastic customer service and motivating a team is essential to their role. The majority of supervisors’ skills and knowledge are the same but supervisors may specialise in specific functions or work across a variety of functions which reflect the multi-functional nature of the industry.

Paragon Skills Personal Tutors will deliver learning, provide coaching and **City & Guilds** resources to develop candidates’ skills and knowledge in the following key areas:

| Knowledge | Skills | Behaviours |
|--|--|--|
| <ul style="list-style-type: none"> • Understanding the organisation • Identifying, planning and minimising risk to the business • Meeting regulations and legislation • Organising and coordinating teams • Selecting best methods of communication | <ul style="list-style-type: none"> • Contributing to and monitoring operational procedures • Managing and controlling costs • Supporting business objectives • Monitoring and supporting compliance • Communication | <ul style="list-style-type: none"> • Personal drive • Operating with a quality focus • Supporting standard business operating procedures • Championing the responsible use of technology • Proactively encouraging a customer centric culture |



WHY PARAGON SKILLS?

Paragon Skills is one of the largest independent training providers in England and we are here to help *you* progress *your* career. We have been delivering leading qualifications for over 20 years and are passionate about helping to drive your organisation through quality training.

We are committed to providing outstanding teaching, learning and assessment to every learner, every time. *Your* dedicated industry expert will be on hand to support *you* every step of the way.

“ We are putting employers at the heart of quality Apprenticeships so that young people get the skills they need to succeed. ”

- Sajid Javid
 Secretary of State
 for Communities and
 Local Government

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