

Accommodation Team Member Level 2

If you're a hardworking Housekeeper or reception team member looking to grow and gain new skills, our Level 2 Accommodation Team Member apprenticeship is the perfect next step. This apprenticeship gives you the chance to turn your hands-on experience into a nationally recognised qualification, equivalent to 5 GCSEs.

It's more than just training; it's a £6,000 investment in your future, opening doors to enhanced roles and exciting opportunities within the hospitality industry.

Who is it for?

Eager team members looking to expand their knowledge, skills, and behaviours to support their career development or industry knowledge in Dining and Bar, Guest Services & Housekeeping, working across all 3 areas

Modules:

- My Path To Success
- Accommodating guests
- Keeping everyone safe
- Food and beverage
- Housekeeping
- Reporting Issues
- Effective teamwork
- Hospitality systems
- Sustainable working

End-point Assessments:

- Observation with questions
- Interview underpinned with a portfolio of evidence

Duration:

12 month + End-point Assessment.

Blended delivery:

- 1-1 sessions with Lifetime Learning Coach (f2f & remote)
- Virtual classrooms
- Observations at site
- Self-study via online learning platform - Aptem

Could this apprenticeship be for you?

Our new Accommodation Team Member apprenticeship is the perfect stepping stone to support your career progression and build a strong foundation learning all areas of Restaurant, Bar, Guest Services and Housekeeping.

Here are just some of the valuable skills and knowledge you'll develop:

- Understanding & improving the guest journey
- Guest safety
- Privacy/security
- Reporting issues
- Food service/safety
- Food & Beverage service
- Hygiene management
- Stock management
- Health and safety
- Performance/personal development
- Sustainability
- Shift handover
- Equity, diversity & inclusion