



# HOSPITALITY TEAM MEMBER

## LEVEL 2 - FRONT OF HOUSE

### LENGTH

Approx. 12 months

### ENTRY REQUIREMENT

Maths & English Level 1 or above

(if not, Functional Skills are included as part of this apprenticeship)

## WHAT WILL YOU COVER?

We boost your understanding of Brewhouse & Kitchen. We explore Brewing Happiness values and how they impact our teams, guests and stakeholders. These are People First, Passion, Fun & Integrity.

The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising guest 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 guest, whatever their intention of visit, feels welcomed and positive.

Setting the wheels in motion, you'll learn about B&K Academy specialist roles, organisational opportunities, communication, sales-building, technology use in hospitality, basic legislature and how to deliver a great experience, amongst other bits and pieces along the way! You'll have a B&K Mentor to help you with the understanding of all of the above and supporting in your apprenticeship.

## HOW IS THIS ACHIEVED?

There is a blended approach to this course, whereby most of the time you are working on these tasks in real-life situations at work. There will be interactive webinars and e-learning for you to attend virtually. In addition to this, in-person, classroom style learning will top up your knowledge with the help of your HIT Training Assessor and your B&K Mentor.

## SOUNDS GREAT – WHAT'S NEXT?

Email [people@brewhouseandkitchen.com](mailto:people@brewhouseandkitchen.com) – to register your interest and understand more