



Hospitality Team Member Apprenticeship

Specialist functions

- Food and beverage service / Alcoholic beverage service / Food production / Housekeeping / Reception

- This qualification requires you and your line manager to build a portfolio of evidence relating to what you do in your role. progress will be reviewed two monthly by a member of the Learning and Development team in readiness for end assessment. This will last for a minimum of 12 months

Core Knowledge & Understanding

- **Required to demonstrate knowledge within the following areas:**

- The hospitality industry, customer expectations, types of customers dealing with feedback, personal behaviour, PGL vision & values, PGL products, legislative responsibilities, communication, teamwork, equality & diversity, any other areas relevant to your specialist function

End Assessment

- **Completed over a two month period and involves the following:**

- Multiple choice test
- Practical observation
- Business project
- Professional discussion

Functional Skills

- **Maths Level 1 and English Level 1**

- These are essential maths and English skills, valued by many employers, that you are required to learn and demonstrate as part of your Apprenticeship. You will be supported according to your needs via taught sessions, 1:1 meetings with your mentor and access to an award-winning Virtual Learning Environment.