

# Hospitality Team Member Level 2

## (RECEPTION PATHWAY)

### Duration:

14 months plus  
End-point Assessment period.

### Who's it for:

Team members who work in the Reception area.

### Learning overview

The Hospitality Team Member Level 2 apprenticeship allows team members to develop the skills and knowledge to further their careers within the hospitality industry. Team members will develop key understandings of the sector, their roles, and the business. Team members select one of nine different pathways to match their role within the hospitality industry.

## What's covered: Core hospitality modules

### Customer

Develops high levels of customer service and makes sure the learner interacts with customers enthusiastically and proactively. Team members will discover how best to represent company standards when serving and interacting with customers.

### Business

Develops a wider understanding of both the role within the business and the wider sector. Topics include business operations and legislation to help team members understand and support brand and business aims.

### People

Makes sure team members understand team dynamics and develop key communication skills to excel in a team environment. Team members understand career development options and develop productive communication skills to further your business.

### First line supervision

Develops leadership skills in the learner through the support of junior and new team members. Team members will understand how to support the line manager and the function of the management team.

In addition to your salary, Barons Eden will fully fund the apprenticeship and have valued this apprenticeship at £7,800, based on training costs and the cost to the business.

There is no upfront cost for the learner, nor is there any repayment required at any time.

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In addition to the Core Modules, team members will complete a module specific to their occupation and programme 'pathway'.

### Reception

The Receptionist Specialist module will develop team members in all areas of the Receptionist role, from customer interactions to GDPR compliance.

### Key learning:

- Reception procedures and processes
- Understanding products, facilities and services
- Processing sensitive data
- Developing excellent communications and listening skills.