



HOSPITALITY AND CATERING

The apprenticeship in Hospitality & Catering is appropriate for employees working throughout the hospitality industry.

This programme is designed to cover the skills required such as resolving customer service problems, promoting additional services or products and working effectively as part of a team.



HOSPITALITY AND CATERING

WHO IS IT FOR?

- ▶ Those working in any hospitality environment
 - ▶ Eligibility criteria applies
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LEVELS

- ▶ This apprenticeship is available at Level 2, 3 and 4
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PROGRAMME ELEMENTS

- ▶ Level 2 or Level 3 NVQ Diploma in Hospitality and Catering
 - ▶ Level 4 Diploma in Hospitality Management (QCF)
 - ▶ Certificate in Hospitality and Catering Principles or Diploma in Principles of Hospitality Management
 - ▶ Essential Skills Wales
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TOPICS COVERED

- ▶ Maintaining food safety when storing, preparing and serving food
 - ▶ Working effectively as part of a hospitality team
 - ▶ Maintenance of a safe, hygienic and secure working environment
 - ▶ Resolving customer service problems
 - ▶ Promoting additional services or products to customers
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WHAT NEXT?

- ▶ A Hospitality & Catering apprenticeship at a higher level or a Management apprenticeship