



IfATE

Shaping skills training

Standard Draft Preview

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Standard in development **L2: Hospitality Operations Team Member**

Title of occupation

Hospitality Operations Team Member

UOS reference number

ST1420

Core and options

No

Level of occupation

Level 2

Occupational maps data

Route: Catering and hospitality

Pathway: Hospitality

Cluster: Hospitality team member or supervisor

Typical duration of apprenticeship

12 months

Target date for approval

15/10/2024

Resubmission

No

Would your proposed apprenticeship standard replace an existing framework?

No

Does professional recognition exist for the occupation?

No

Regulated occupation

Is this a statutory regulated occupation?

No

Occupation summary

This occupation is found in hotels, inns, holiday parks, B&Bs, restaurants or pubs with rooms, and other hospitality accommodation businesses offering accommodation to paying guests. Employers range from large to small. Hospitality Operations Team Member is a multi-skilled occupation, working across front of house roles in dining, bar services, reception and housekeeping alongside minor back of house food production activities.

The broad purpose of the occupation is to deliver a range of guest focused services including dining, bar, reception, housekeeping and some limited back of house food production. Hospitality Operations team members move between departments gaining broad based knowledge, skills and experience in the typical operations of hotels, holiday parks and other hospitality businesses offering accommodation to paying guests. Hospitality Operations team

members are responsible for the smooth operation of the business, working or sharing information cross-departmentally in order to deliver all the services that make up the guest experience.

In their daily work, an employee in this occupation interacts with guests at hotels, inns, holiday parks, B&Bs, restaurants or pubs with rooms, and other hospitality accommodation businesses. They also interact with team members, staff from across the wider organisation, and across other departments, managers, contractors, suppliers and other stakeholders.

An employee in this occupation will be responsible for delivering consistent, high quality food and beverage, housekeeping, reception and food production services to guests in line with business standards. They will use a range of specialist equipment and technology and comply with multiple interacting regulations, legal requirements and internal metrics, standards, policies and processes to provide these services. They will be responsible for ensuring guest's needs are met and acting to meet targets for the delivery and profitability of accommodation services. They will contribute to planning and be responsive to unexpected situations to ensure business operations run smoothly. They will remain adaptable, flexible and resilient to the ever changing needs of the business.

Typical job titles

General assistant

Hospitality operations team member

Hospitality team member

Integrated team member

Are there any statutory/regulatory or other typical entry requirements?

No

Occupation duties

DUTY	KSBS
<p>Duty 1 Work across departments covering front of house guest services, food and beverage service, food production, and housekeeping.</p>	<p>K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K11 K15 K17 K18 K19 K20 K21 K22 K23 K24 K25 K26 K27 K28</p> <p>S1 S2 S3 S4 S5 S6 S7 S8 S9 S10 S14 S16 S17 S18 S19 S20 S21 S22 S23 S24 S25</p> <p>B3 B5</p>
<p>Duty 2 Compliance with all relevant regulations and standards including health and safety, hygiene standards, food safety, sale of alcohol, sale of goods and services, GDPR, and other relevant legislation.</p>	<p>K6 K7 K8 K13 K17 K18</p> <p>S6 S7 S12 S13 S16 S19</p> <p>B4</p>
<p>Duty 3 Clean and maintain guest accommodation, working areas, public areas and other guest areas using cleaning products and equipment safely and appropriately and following the correct processes.</p>	<p>K3 K4 K7 K10 K11 K15 K16 K17 K18 K19 K20 K21 K23 K24 K25 K26 K27 K28</p> <p>S1 S2 S4 S5 S6 S9 S10 S14 S15 S16 S17 S18 S19 S20 S21 S22 S23 S24</p> <p>B4 B5</p>
<p>Duty 4 Serve food that meets guest expectations and business standards.</p>	<p>K3 K4 K8 K9 K10 K11 K12 K13 K15 K17 K18 K19 K20 K21 K23 K24 K25 K26 K27 K28</p> <p>S1 S2 S4 S5 S7 S8 S9 S10 S11 S12 S14 S16 S17 S18 S19 S20 S21 S22 S23 S24</p> <p>B5</p>
<p>Duty 5 Assemble and serve beverages that meet guest expectations and business standards.</p>	<p>K3 K4 K8 K9 K10 K11 K14 K15 K17 K18 K19 K20 K21 K23 K24 K25 K26 K27 K28</p> <p>S1 S2 S4 S5 S7 S8 S9 S10 S13 S14 S16 S17 S18 S19 S20 S21 S22 S23 S24</p> <p>B5</p>
<p>Duty 6 Provide high quality guest services in line with guest expectations and business standards.</p>	<p>K3 K4 K7 K8 K9 K10 K11 K15 K19 K20 K21 K23 K24 K25 K26 K27 K28</p>

S1 S2 S4 S5 S6 S7 S8 S9 S10 S14
S17 S18 S19 S20 S21 S22 S23 S24

B5

Duty 7 Act to meet guest requests, answer queries and resolve problems, improve service and escalate according to business expectations.

K1 K2 K3 K4 K5 K6 K8 K9 K11

S3 S4 S5 S8 S10 S11

B3

Duty 8 Communicate effectively and share information to enable collaboration within own team, between teams, with managers, and with suppliers and contractors where required.

K3 K10 K11 K22 K24

S9 S10 S20 S21 S22

B5

Duty 9 Observe equity, diversity, inclusion and wellbeing guidelines and contribute to a supportive, inclusive, and motivational working environment.

K5 K10 K24 K28

S20 S22 S25

B5

Duty 10 Support the achievement of key metrics within the business for sales and operational efficiency.

K1 K2 K3 K4 K5 K8 K9 K11 K12 K16
K21 K22 K24 K25 K27

S1 S2 S3 S4 S8 S9 S11 S15 S20 S21
S22 S23

B2 B3

Duty 11 Follow sustainability best practice in relation to the use of resources including energy and water, and disposal of waste.

K17 K18 K19 K21 K26

S16 S17 S18 S24

Duty 12 Use equipment and technology safely and effectively including preventative maintenance.

K15 K17 K20

S7 S10 S13 S14 S15

Duty 13 Take personal responsibility for own development and behaviour, observing professional standards.

K21 K22 K23 K24 K25

S20 S21 S23 S25

B1 B6

Duty 14 Contribute ideas and suggestions to continually improve the efficiency and effectiveness of standard operating processes and ways of working.

K24

S22

B5

KSBs

Knowledge

K1: Techniques and information for facilitating the guest journey during a stay, particularly when guests move between teams e.g. bar to restaurant or reception to room.

K2: Techniques to maximise sales and improve guest experience; cross selling, upselling. supporting guest loyalty.

K3: Methods of communication with guests, how to make a personal connection, and how to tailor communication to different needs and situations.

K4: Principles of customer service, and service mentality, and how individuals impact guest satisfaction.

K5: Principles of handling feedback complaints, and issues, including dispute de-escalation techniques.

K6: Legislation, guidelines, and local policies on guest privacy and safety e.g. data protection, child protection, modern slavery.

K7: Procedures for handling room keys and guest property, including lost property.

K8: Process for handling transactions and payments securely.

K9: Different packages, allowances and process for implementing those packages and allowances, including payment if required.

K10: Central role of communication within and between teams in ensuring operational effectiveness and efficiency.

K11: Process for reporting or recording faults, issues or damage, or escalating guest feedback.

K12: Steps of food service eg set up, reset, touch points, sequence of service in line with business processes and standards.

K13: Food safety and allergen legislation and procedures including handling, labelling and temperature monitoring.

K14: Responsibilities of a server under the licensing act and legislation related to weights and measures when serving alcohol.

K15: Safe and efficient use of on site specialist equipment and technology eg cleaning equipment, computer systems relevant to business.

K16: Sequence for cleaning guest accommodation and public areas in line with business processes and standards.

K17: Hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines.

K18: Methods for the safe and environmentally appropriate handling and disposal of waste including; food, broken dish or glassware, biohazards, controlled substances, chemicals, general waste.

K19: Stock management procedures across departments relevant to own role.

K20: Health and safety legislation and local policies relevant to own role, including manual handling, fire safety, emergency evacuation, and lone working.

K21: Key performance indicators and own responsibility for contributing to them in terms of efficiency, performance and profitability.

K22: How to use feedback from managers and team to improve own performance.

K23: Professional standards for uniform, personal hygiene and appearance in line with business expectations.

K24: Procedures for staying up to date with business information and new procedures and discussing implementation in your team.

K25: Methods of planning own workload and prioritising tasks.

K26: Methods to sustainably reduce the waste of resources.

K27: Procedures for starting and finishing a shift, including handover.

K28: Legislation and principles relating to equity, diversity and inclusion in the workplace.

Skills

S1: Asks questions to support and direct the guest journey, and responds to, redirects, or escalates guest requests, taking opportunities to signpost other services eg dining, bar.

S2: Identifies and acts on opportunities to increase sales and guest loyalty.

S3: Tailors communication to meet guest needs and build rapport.

S4: Delivers customer service to business standards, checks that guests are satisfied with products or service, and acts on feedback.

S5: Assists in the resolution of feedback, complaints, and issues.

S6: Handles room keys and guest property, including lost property, in line with business procedures

S7: Handles transactions and payments securely.

- S8:** Applies packages and allowances to guest purchases, explains packages, allowances, and processes to guests, and takes payments if required.
- S9:** Communicates within and between teams to ensure operational effectiveness and efficiency.
- S10:** Reports or records faults, issues or damage to e.g. equipment, rooms, and escalates guest feedback as appropriate.
- S11:** Follows steps of food service for relevant business e.g. set up, reset, touch points, sequence of service.
- S12:** Follows food safety and allergen legislation eg handling, labelling, and temperature monitoring.
- S13:** Prepares and serves alcoholic and non-alcoholic beverages to business standards.
- S14:** Uses on site specialist equipment and technology relevant to business correctly and efficiently.
- S15:** Follows sequence for cleaning guest accommodation and public areas in line with business processes and standards for relevant business e.g. touch points, sequence of service.
- S16:** Selects and applies hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines.
- S17:** Handles and disposes of waste safely.
- S18:** Manage stock across departments in line with local procedures relevant to own role.
- S19:** Complies with health and safety legislation, regulations, security and safety guidelines and procedures, including manual handling, fire safety, emergency evacuation, and lone working.
- S20:** Delivers to key performance indicators to support efficiency, performance and profitability within own area of responsibility.
- S21:** Uses feedback from managers and team to improve own performance and meet personal goals.
- S22:** Attends team briefings and implements instructions, offering input or feedback where relevant within team.
- S23:** Manages own time to ensure allocated tasks are completed.
- S24:** Reduces the waste of resources, taking sustainability into account, in line with business expectations.
- S25:** Follows equity, diversity and inclusion legislation and principles.

Behaviours

B1: Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate.

B2: Commercially aware.

B3: Customer focused.

B4: Be diligent in safe and hygienic working practices.

B5: Be team focused, working collaboratively with colleagues and other professionals.

B6: Observe professional standards in own role e.g. time keeping and appearance.

Qualifications

English and Maths

English and maths qualifications form a mandatory part of all apprenticeships and must be completed before an apprentice can pass through gateway. The requirements are detailed in the current version of the apprenticeship funding rules.

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

No

Consultation

consultation to follow.

Progression Routes

ST0230 Hospitality supervisor L3

ST0229 Hospitality manager L4

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Subject sector area

7.4 Hospitality and catering