

# Exploring Careers Through Technical Routes

## Hospitality Team Member



### The Industry

The hospitality industry is known as a service industry, and is all about giving people a great service and making them happy.

Opportunities exist in bars, restaurants, cafés, conference centres, banqueting venues, hotels and contract caterers.

Specialist roles or areas for you to work in include: food and beverage service; serving alcoholic beverages; as a barista; in food preparation; as a kitchen porter; in housekeeping; as a concierge or in guest services; on the reception desk; making reservations; in conference and banqueting for events.

#### Find out more information

<https://www.caterer.com/careers-advice/life-at-work/ten-reasons-why-hospitality-jobs-are-great>

### Skills and Requirements

#### 1. Most important is to .....

Develop fantastic **'hospitality'** skills and knowledge.

#### 2. What this means

- Recognising customer needs
- Knowing how to match them to the products and services of the business
- Working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

#### 3. The skills you should develop

- Motivation to work hard
- Work using your own initiative
- Reliability, flexibility and adaptability.

'Hospitality is a key sector for growth and employment.'

Source: <http://www.standard.co.uk/news/uk/britains-coffee-trade-under-threat-by-shortage-of-baristas-a3506371.html>

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### Job Roles & Progression

Volunteering in any area of customer service will develop your skills and knowledge for working in hospitality.

#### Study Programme

Level 1

Catering Craft.  
Professional Cookery.



#### Further study

Levels 2 and 3

Professional Cookery.

Level 2

General Patisserie and Confectionery.



#### Apprenticeships

Intermediate

Catering and Professional Chef Hospitality Services.  
Food and Beverage Service.

Advanced

Hospitality Supervision and Leadership.



#### Career roles

You can move across departments and business areas with the same employer, or move to one of many different employers in the industry around the world.

### Calculation including problem solving

#### Tasks

1. Approximate how many guests you will have in the hotel over a month, thinking about the difference between week day and weekend occupancy and looking at previous trends.
2. Calculate how much time you should allow for each customer at a table including the turnaround of their food order.
3. Pick a cocktail and work out the ratios of each ingredient in that cocktail.

#### Links to L1 Functional skills maths

##### 1. Number

**N/L1.12** Approximate by rounding to a whole number or to one or two decimal places.

##### 2. Number

**N/L1.3** Multiply and divide whole numbers and decimals.

##### 3. Number

**N/L1.5** Use simple formulae expressed in words for one or two-step operations.

### Communication, all forms

#### Tasks

1. Read an induction booklet to understand what your job responsibilities will be.
2. Write an email to your manager to ask for more supplies.
3. Attend a review to discuss how you are progressing in your job role.

#### Links to L1 Functional skills English

##### 1. Reading

**R/L1.1** Identify and understand the main points, ideas and details in texts.

##### 2. Writing

**SPAG/L1.1** Use a range of punctuation correctly.

**WC/L1.1** Communicate information, ideas and opinions clearly, coherently and effectively.

##### 3. Speaking, listening and communicating

**SLC/L1.2** Make requests and ask relevant questions to obtain specific information.

**SLC/L1.3** Respond effectively to detailed questions.