



Careers in Hospitality

A complete guide to careers and apprenticeships in the hospitality sector



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Welcome

Today Britain has the most diverse Hospitality businesses in the world. In London alone you can enjoy food and wine from 147 different cuisines. Restaurants of all types have made the 'dining-out' experience a regular occurrence for all age groups and something which we look forward to. As such, the hospitality industry is booming, so much so that it is estimated a quarter of all new jobs in the next seven years will come from the hospitality sector.

Whether you are a parent, careers advisor or school leaver you want to know exactly what development opportunities are available in the hospitality sector and how an apprenticeship can lead to a meaningful and exciting career in a fast paced and rewarding environment.

This guide outlines all the apprenticeships available in the hospitality industry and the career promotion paths you can take to advance your personal development.

Hospitality and catering, a career with a difference

A growing industry,
actively recruiting
motivated staff



UNIVERSITY

Undergraduate degrees last between **3-4 years**

Tend to focus on **individual, academic study with little work experience**

Tuition fees up to £9,250 p.a. in England

Large **student debt**

Over 100 universities in the UK offer Hospitality courses like Hospitality & Tourism Management or Hotel & Hospitality Management

VS

Hospitality advanced and higher apprenticeships last between **12 and 18 months**

Specific focus on **on-the-job training**

Apprentices develop practical skills, alongside qualifications

No tuition fees.

Costs are covered by the employer (with government funding)

Salary paid for the duration of the programme

There are currently **thousands** of hospitality apprenticeship opportunities with employers in the UK, which will only increase in this fast growing sector

APPRENTICESHIPS

Apprenticeships, what are they?

An apprenticeship is a genuine job, with training, meaning you can earn while you learn and gain a nationally recognised qualification.

Because the apprenticeship scheme is designed with the help of employers, apprentices fit into their job role effectively, develop the appropriate skills and secure on-going employment. The majority (80%) of the learning and assessment is conducted 'on the job' so you can remain focused without the interruption of off-site study.

Off-the-job training makes up at least 20% of the apprentice's contracted hours, over the total duration of the apprenticeship programme. It can be delivered in the apprentice's normal workplace or at an external location.

Apprenticeships are available to all current employees or new entrants aged from 16 and over. In the hospitality and catering industry, they are conveniently set at the level of entry to suit your interest.



Get a better job

Get a job

Get a dream job

Get a career

Level 6 and 7 - Degree
Equivalent Education Level:
Bachelor's or Master's Degree

Level 4, 5, 6 and 7 - Higher
Equivalent Education Level:
Foundation Degree and above

Level 3 - Advanced
Equivalent Education Level:
2 A level passes

Level 2 - Intermediate
Equivalent Education Level:
5 GCSE passes

Benefits

Apprenticeships are the smart way to gain qualifications and earn a real wage while you learn. You get work experience, a paid job and promotion possibilities from day one.

There are excellent progression opportunities, whether looking to study further or climb the ranks within the workplace.

Apprenticeships also offer increased future earning potential. Apprentices enjoy marked salary increases on finishing their training and those completing a higher apprenticeship could see increased earnings of an estimated £150,000 over their lifetime.



92%
of apprentices in work felt that their apprenticeship had resulted in a positive impact on their career.

What does an apprenticeship include?

Apprenticeships are designed to make you ‘job-ready’ in the role you’re training for. Once your apprenticeship is up and running, and you’re gaining more experience and learning new skills, you can start to plan for the next step.

Functional skills

Functional skills provide you with essential knowledge, skills and understanding that will enable you to operate confidently, effectively and independently in life and work.

Progression towards, and attainment of, approved level 2 English and maths qualifications is an important part of the apprenticeship programme. For those undertaking a level 3 or higher apprenticeship, it is a requirement that they should hold or achieve an approved level 2 in both subjects before they can successfully complete the apprenticeship.

You may be able to study towards these as part of an accredited apprenticeship.

Level 1 (L1)

Recognised qualification equivalent to GCSE Grade D-G (3-1), Functional Skills L1, Key skills L1 in English or Maths.

Level 2 (L2)

Recognised qualification equivalent to GCSE Grade A*-C (9-4), Functional Skills L2, Key skills L2 in English or Maths.

Independent End Point Assessment (EPA)

Once your apprenticeship training is completed, an independent assessment takes place. This assessment is your opportunity to demonstrate that you are genuinely competent in the job role at the end of your training.

It also gives you the chance to show what you’ve learnt throughout the apprenticeship.

Details of the EPA are set out in the assessment plan and include an evaluation of the apprentice’s knowledge, skills, behaviours.

Knowledge



Skills



Behaviours

What are you entitled to?

Apprentices have the same rights as other employees working at the same grades or similar roles; they are entitled to a contract of employment, holiday and sickness pay.

Pay and conditions

You'll be paid during your apprenticeship and are entitled to the National Minimum Wage.

The current minimum wage rate for an apprentice is £3.90 per hour. This rate applies to apprentices under 19 and those aged 19 or over who are in their first year.

You must be paid at least the minimum wage rate for your age if you're an apprentice aged 19 or over and have completed your first year.

These rates are for the National Living Wage and the National Minimum Wage.
The rates change every April.

Year	25 and over	21 to 24	18 to 20	Under 18	Apprentice
April 2019	£8.21	£7.70	£6.15	£4.35	£3.90

Most employers pay higher wage than the current minimum wage rate for an apprentice.

Hours apprentices are paid for

You must be paid for:

- >Your normal working hours.
- Training that's part of your apprenticeship (usually one day per week).

Holidays

You'll get at least 20 days paid holiday per year, plus bank holidays.

How to find and apply for an apprenticeship

These are the top five ways to find and apply for an apprenticeship.

1 Find an employer you would like to work for and visit their website. With so many employers offering apprenticeships now, there will be a good chance they have apprenticeship opportunities available.

2 Search and apply for an apprenticeship using the National Apprenticeship Service website: www.apprenticeships.gov.uk

3 Undertake pre-employment or work experience programmes with a hospitality employer which can lead to an apprenticeship.

4 Search through the many career websites available online such as GetMyFirstJob: www.getmyfirstjob.co.uk and Hospitality Jobs UK: www.hospitalityjobsuk.com

5 Apply directly through a training provider like HIT by visiting: www.hittraining.co.uk/careers-in-hospitality



Hospitality apprenticeships and entry requirements

Hotel and catering apprenticeships are available across all sectors: for chefs, bar staff and waiters, housekeepers and cleaners, and also in sales and marketing roles, banqueting and conferencing, events, functions and outside catering.

Hospitality

- Hospitality Team Member Apprenticeship.
- Hospitality Supervisor Apprenticeship.
- Hospitality Manager Apprenticeship.

Professional Chef

- Commis Chef Apprenticeship.
- Chef de Partie Apprenticeship.
- Senior Chef Apprenticeship in Culinary Arts.
- Senior Chef Apprenticeship in Production Cooking.

Further development opportunities available:

Leadership and Management

- Team Leader Apprenticeship.
- Operations/Departmental Manager Apprenticeship.

Customer Service and Business Administration

- Customer Service Practitioner Apprenticeship.
- Business Administrator Apprenticeship.

Retail

- Retailer Apprenticeship.
- Retail Team Leader Apprenticeship.
- Retail Manager Apprenticeship.

Entry requirements

To start an apprenticeship you have to be aged 16 years or over, and work full or part-time in the hospitality and catering sector with a contract of employment from your employer.

You also need to be a resident in England and not taking part in any other full-time education.

If you have already achieved a degree or equivalent qualification in this country or abroad, you may not be eligible for an apprenticeship unless the skills acquired for the apprenticeship are different from your degree.

Your employer will specify their entry requirements for each specific job role and what qualifications, if any, or experience is required.



Read Phoenix de Giorgi's Story

Job Title. Commis Chef

Employer. The Brend Hotel Group

Apprenticeship. Commis Chef

When starting out as a chef, Phoenix De Giorgi knew he wanted “a hands-on experience” to help hone his skills in hospitality. So, when offered the opportunity to do an apprenticeship at The Brend Hotel Group’s Saunton Sands site, he jumped at the chance.

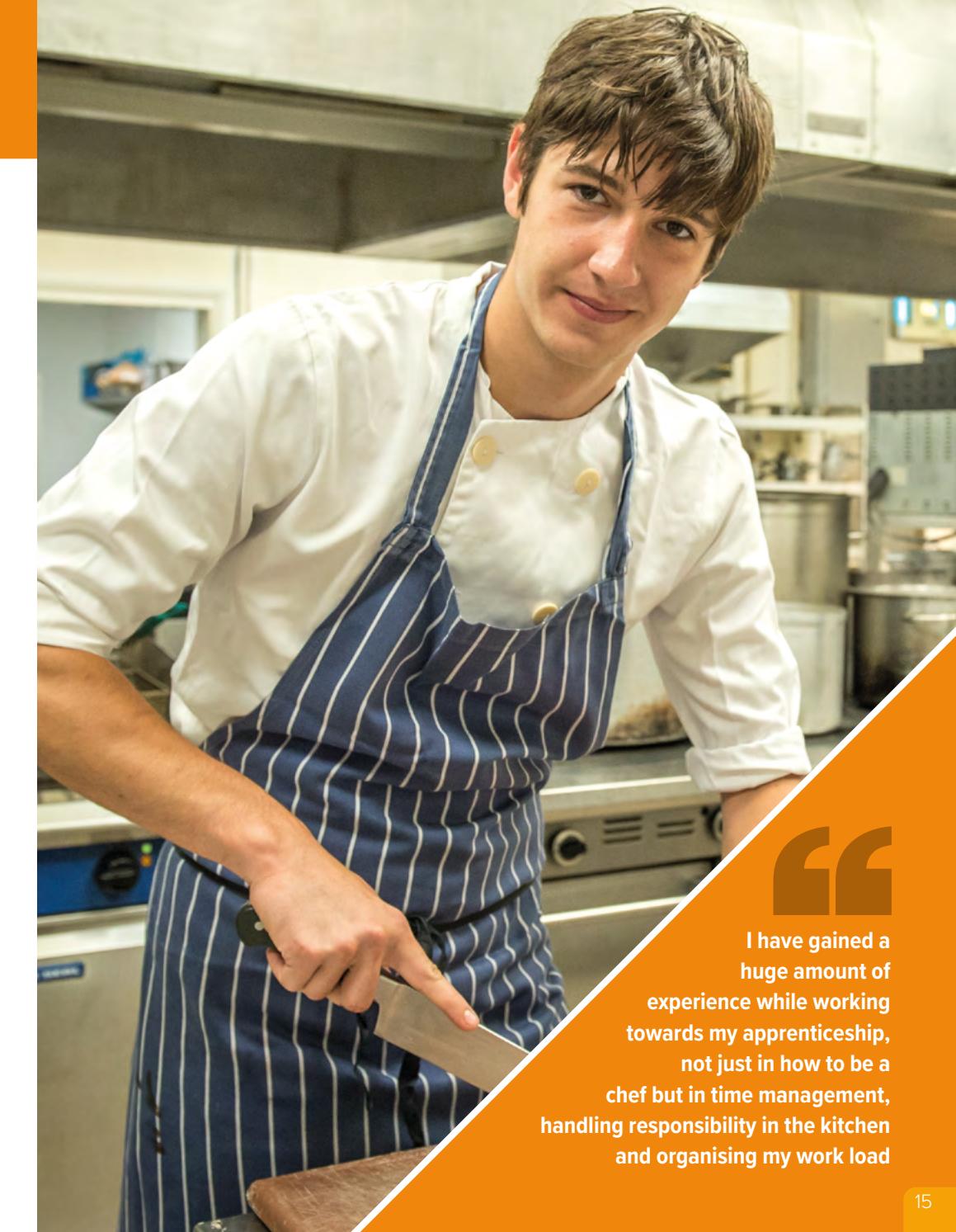
On leaving school, Phoenix, 18, was presented with two options: going to college or doing an apprenticeship, to start his chosen career as a chef. Offering first-hand experience in a working kitchen, Phoenix decided to do a level 2 commis chef apprenticeship at Brend Hotel’s Saunton Sands establishment.

Speaking about his decision to do an apprenticeship, Phoenix said: “I have gained a huge amount of experience while working towards my apprenticeship, not just in how to be a chef but in time management, handling responsibility in the kitchen and organising my work load.

“This apprenticeship has enabled me to develop my skills with Brend Hotels. I have learnt how to efficiently prepare food to the highest standard, manage my area during our busy evening service, and run checks to make sure nothing has been missed from the prep book.”

When asked why he chose to do an apprenticeship with The Brend Hotel Group, Phoenix said: “All the staff have this amazing ability to solve problems when they arise and still serve A-class dishes to all our customers. It is such an inspirational environment to be part of as everyone loves their job, which means I’m inspired and constantly driven to do my best at all times too.

“My apprenticeship has given me the tools to be able to jump into any job that needs doing, I am able to provide a helping hand, which goes a long way in a kitchen as everyone is busy. Without HIT Training and the team at Saunton Sands I wouldn’t have gained the skills I have now.”



“

I have gained a huge amount of experience while working towards my apprenticeship, not just in how to be a chef but in time management, handling responsibility in the kitchen and organising my work load

Apprenticeship learning journey

Before you start. Whether you're an existing employee or a new recruit, you must be nominated by your employer to start your apprenticeship.

Alongside your employer, a designated trainer will check whether you are eligible for the apprenticeship, have any previous qualifications that disqualify you, and if your employer can claim for National Insurance deductions towards the cost of your training.

Initial assessment and test

Your employer and trainer need to know what level of maths, English and possibly IT skills you possess. We also need to discover your preferred learning style, so we'll run a quick diagnostic test to start you at the correct level with sufficient support.

Confirmation of start

Once the initial assessment is complete, eligibility is confirmed, paperwork completed, and funding sorted, it's time to start.

Induction to your apprenticeship

Your employer and trainer will ensure you're on the correct apprenticeship standard and check your workplace can offer all the required components.

Personal learning and development plan agreed

Your trainer will agree with you and your employer your individual learning programme and a timetable to prepare you for your End Point Assessment (EPA).

Apprenticeship programme schedule

Your tests, reviews, assessments, mock interviews, practice exams and assignments will be planned for the year ahead.

A designated trainer will normally visit you bi-monthly at your workplace. In between visits they will keep in touch by phone, email and Skype, to monitor your progress, set and mark assignments and your business project, check your recipe log book if you're on a chef programme, prepare you for your functional skills tests and keep you on track.

Functional skills

If you need to sit English, maths or IT functional skills tests, you will be prepared to take the tests at an appropriate time in your apprenticeship.

End Point Assessment (EPA)

You will take an EPA 12 months after you start when your employer decides you are ready. Also you can be graded for a distinction, merit or a pass. Throughout your apprenticeship, at face to face visits from your HIT trainer and online, by phone or video call, we will prepare you with mock tests, interviews and practical assessments. During your gateway meeting, you will have the opportunity to tell us why you are ready for each EPA assessment method.



Well done, you're a qualified apprentice

That's just the start of your journey.

What's your next career target?

What's your next promotion?

Manager

When we pay to dine out, have a drink in a bar, stay in a hotel or visit a nightclub we expect good service, food and drink. So, what's the 'wow factor' that makes us return to our favourite venue?

This is down to the staff, inspired and directed by their supervisor or manager.



Opportunities

Almost every organisation in the hospitality sector employs supervisors and team leaders. With experience you could progress to more senior management positions, or move into a different type of business to gain more responsibility or a higher salary. Starting salaries for supervisors and team leaders are normally up to £15,000 and rising to £25,000 with experience. Highly experienced supervisors and team leaders can earn £30,000 or above, although this can vary.

The starting salary for a hotel manager can range between £20,000 and £35,000, with experience this can rise to between £40,000 and £50,000. A highly experienced hotel manager can earn up to £60,000.



Requirements

You don't usually need particular qualifications. Employers may ask for a good standard of overall education, but your leadership skills, organisational ability and experience are generally more important. You would usually work shifts including evenings and weekends. Essential skills include the ability to motivate people, good spoken and written communication skills, a responsible attitude, good 'relationship-building skills', the ability to plan and prioritise your own work and that of others, calmness under pressure, decision-making ability, accuracy with record keeping and IT skills.

Apprenticeships



Hospitality Supervisor Apprenticeship



Hospitality Manager Apprenticeship



Team Leader Apprenticeship



Operations/Departmental Manager Apprenticeship



Retail Team Leader Apprenticeship

Career Progression

Team Leader Apprentice

Supervisor

Head of Department

Operations Manager

General Manager

Chef

Do you love cooking and preparing food for your family and friends? Do you relish the thought of a real challenge? Then perhaps a career as a chef would suit you.



Opportunities

As a chef, you would normally receive on-the-job training from your employer. You could combine this with working towards qualifications. There are countless opportunities awaiting you in various settings; remember even the celebrity chefs started as trainees or apprentices!

Salary expectations could be: Kitchen Assistant (Starter): £11,500 to £12,500; Kitchen Assistant (Experienced): up to £16,500; Trainee Chef: £13,000; Section Chef: £18,000 to £25,000; Head Chef: £30,000 to £50,000.

If you're self-employed, running your own business as a Chef Patron, you could earn considerably more.



Requirements

You may not need any academic qualifications, but employers like to see a good general standard of education, including English and maths. You'll also need enthusiasm, good communication skills, high personal standards of hygiene, and a good helping of creativity and imagination. Chefs work a variety of shifts, and this can include early mornings, late nights, weekends and even Christmas Day!

Apprenticeships

 **Hospitality Team Member Apprenticeship**

 **Production Chef Apprenticeship**

 **Commis Chef Apprenticeship**

 **Senior Chef Apprenticeship in Production Cooking**

 **Chef de Partie Apprenticeship**

Career Progression

Apprentice or Commis Chef/Cook

Chef de Partie

Sous Chef

Head Chef

Executive or Development Chef

Waiting staff

If you're a 'people person' with a winning smile and able to think on your feet, then a career as a waiter or waitress may be for you.

Opportunities

With over 175,000 hospitality outlets in the UK serving food to their customers, the opportunities for talented waiting staff are extensive and varied. You would usually work in a team under the supervision of a head waiter or waitress, sometimes known as the maître d', and you may get the chance to specialise, perhaps as a wine waiter or waitress in a fine dining restaurant.

Full-time salaries for waiting staff can be around £12,000 to £16,000 a year; rising to between £17,000 and £20,000 for experienced waiting staff. Head waiter or waitress earnings can be between £22,000 and £27,000. But the potential to boost your earnings is in your hands – if you look after your customers well, they may reward and thank you by leaving tips.



Requirements

You will not usually need any specific qualifications, but a good standard of English and maths will certainly help. Even more important are excellent 'people skills', enthusiasm for food and cooking, high personal standards of hygiene and a smart appearance. You'll also be a team player, able to multi-task and stay calm under pressure. You should be prepared to work shifts including evenings, weekends and public holidays.

Apprenticeships



Hospitality Team Member
Apprenticeship



Team Leader
Apprenticeship



Hospitality Supervisor
Apprenticeship



Customer Service
Practitioner
Apprenticeship

Career
Progression

Apprentice Waiter
or Waitress

Waiter or Waitress

Head Waiter
or Supervisor

Restaurant Manager

Food and
Beverage Manager

Bar staff

There's always a buzz working behind a bar, whether it's in your local pub, a busy city centre bar, a hotel cocktail lounge or even a nightclub.

Opportunities

Full-time bar staff can earn £12,000 while bar supervisors' and managers' salaries can rise to around £17,000. Managers and licensees usually earn between £20,000 and £35,000 and if you own or are a partner in a pub, wine bar or restaurant you could earn considerably more. Salaries can vary greatly depending upon the type of bar or restaurant and its location, and tips from customers can increase earnings.



Requirements

No formal qualifications are required, but you should have a good standard of education including accurate number skills for handling cash and the ability to memorise orders. You'll also need great communication skills, an outgoing, pleasant and helpful manner, not to mention tact and diplomacy for dealing with demanding customers! A flexible approach to work will help as you're likely to work shifts including evenings, weekends and public holidays. Part-time and seasonal work is commonly available.

Apprenticeships



Hospitality Team Member
Apprenticeship



Team Leader
Apprenticeship



Hospitality Supervisor
Apprenticeship



Customer Service
Practitioner
Apprenticeship

Career
Progression

Bar Apprentice

Bar Staff or
Wine Waiter

Head Barman,
Supervisor or
Sommelier

Bars or Beverage
Manager

Licensee or Publican

Barista

In recent years, the British public's love of great coffee has led to boutique and large-name coffee shops springing up across the country. So the role of the barista has become increasingly important, with opportunities for people who know their (coffee) beans.

Opportunities

Starting salaries range from around £8,000 to £15,000 while experienced baristas may earn between £15,000 and £17,000. Those with management responsibilities can earn from £20,000 upwards. And there are opportunities to acquire a franchise with some coffee shop chains or to own your own independent coffee shop, deli or cafe.



Requirements

There are no set qualifications although high standards of hygiene and an awareness of food safety are important. Just as crucial is the ability to work well in a busy environment, keep calm under pressure and you'll need great communication and customer service skills. Most employers look for people with a friendly personality and a flexible approach to work and then provide the training they need. Coffee bars are often open long hours, during weekends and some bank holidays, so baristas tend to work on a rota.

Apprenticeships



Hospitality Team Member Apprenticeship



Retailer Apprenticeship



Customer Service Practitioner Apprenticeship



Retail Team Leader Apprenticeship

Career Progression

Apprentice Barista

Operative or Team Member

Shift Supervisor

Head Barista

Site Manager

Receptionist

When guests arrive, often tired and weary, the welcome they receive from the receptionist sets the tone for the duration of the stay. Get this right, and you're on track for a great customer experience.

Opportunities

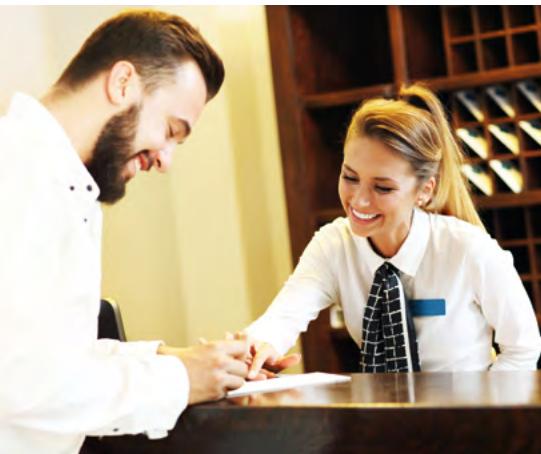
If you have a friendly attitude and a winning smile, this role may be for you. Qualified receptionists can secure work in many settings including hospitals, doctor and dentist surgeries, businesses and schools. Hotel reception desks are usually open 24/7 so you must be prepared for shift working, early starts, late evenings or even night shifts. Receptionists can earn between £12,500 and £14,500, while Shift Leaders can earn between £15,000 and £19,000 and Front of House Managers can earn from £24,000 upwards, depending on the size, location and star rating of the hotel.

You might earn up to £30,000 or more if you work for a luxury hotel or spa.



Requirements

You generally do not need any formal academic qualifications however most employers like to see GCSEs (A-C), particularly in English and maths, and administration, secretarial and IT skills will also be useful. Even more crucial is an outgoing, confident and pleasant personality, a smart appearance, good spoken and written communication skills, a cool head under pressure, the ability to be courteous but firm when dealing with difficult, impatient or distressed people, and good organisational skills.



Apprenticeships



Hospitality Team Member Apprenticeship



Team Leader Apprenticeship



Customer Service Practitioner Apprenticeship



Business Administrator Apprenticeship



Hospitality Supervisor Apprenticeship

Career Progression

Front Office Apprentice

Hotel Receptionist

Head Receptionist or Shift Leader

Front of House Manager

General Manager

Porter

As a porter, you extend the first greeting when a guest arrives, offer assistance out of their taxi and help with their luggage.

Opportunities

There's always a need for good porters. Some are employed in hotels throughout the country, others in public buildings, corporate headquarters and luxury residential apartment blocks, especially in London. Starting salaries can be between £14,000 and £16,000; with experience this can rise to between £17,000 and £19,000. Head Porters at large hotels can earn around £18,000. A Hospital Porter's salary can start from £15,500, and with experience can be between £16,000 and £18,250. Highly experienced (Team Leader) Hospital Porters can earn between £18,250 and £19,750. The Kitchen Porter's starting salary can be up to £13,000, rising to £18,000 with experience. In addition shift allowance, overtime and tips can substantially increase earnings.



Requirements

You do not need formal academic qualifications. Employers will usually expect you to have a good general education, a smart appearance, an outgoing personality and the ability to communicate clearly with customers and other hotel staff. If your job involves parking cars, you'll need a full and clean driving licence. You would usually work around 40 hours a week on a shift system. And you'll need to be physically fit and strong enough to lift and carry luggage, furniture and conference equipment.



Apprenticeships



Hospitality Team Member Apprenticeship



Team Leader Apprenticeship



Hospitality Supervisor Apprenticeship



Customer Service Practitioner Apprenticeship

Career Progression

Porter Apprentice

Porter or Concierge

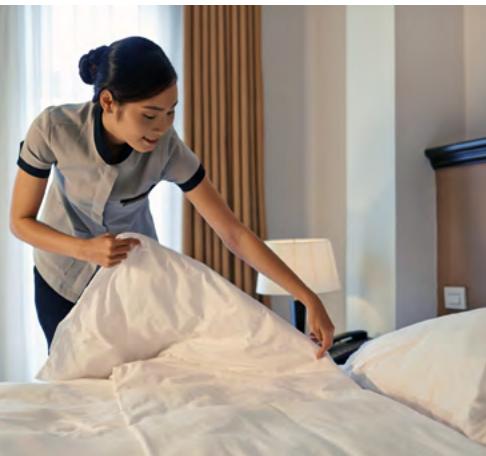
Head Porter

Conference and Banqueting Manager

General Manager

Housekeeper

When staying overnight in a hotel, whether on holiday, for a family gathering or business, guests want to feel welcome and cared for.



Opportunities

You would usually work shifts, including early starts, as well as weekends and bank holidays. Part-time, seasonal and temporary work is common, so there are plenty of opportunities. You could find employment in hotels, guest houses, holiday centres and residential care homes. You could also gain work through an agency.

Housekeepers starting salary can be up to £14,500 and with experience rise to between £16,000 and £20,000. Head Housekeepers can earn up to £25,000. Many are paid an hourly rate, ranging from the National Minimum Wage to around £9 an hour. Agency staff can earn more.



Requirements

You do not need any formal qualifications to become a housekeeper. Employers will expect you to be honest and reliable, hard working and a good timekeeper. You'll also be someone with a high standard of work, attention to detail, physical fitness and stamina. Behaving with discretion and showing respect for guests' privacy is important, and on the occasions when you come into contact with guests, they'll appreciate your polite and helpful manner.

Apprenticeships



Hospitality Team Member Apprenticeship



Team Leader Apprenticeship



Hospitality Supervisor Apprenticeship

Career Progression

Apprentice Housekeeper or Cleaner

Room Attendant or Cleaner

Floor Housekeeper or Cleaning Supervisor

Head Housekeeper or Cleaning Manager

General Manager or Site Manager

Cleaner

When you visit any venue – whether it be a club, pub, hotel, restaurant, leisure outlet or sporting venue – if it's not spotlessly clean you won't be impressed.

Opportunities

Prospects are good if you want to progress to supervisory and management level. You may then be able to use your experience to move into facilities management. Other options would be to become a specialist in a particular aspect of cleaning, or set up your own cleaning business.

Full-time cleaners can start at around £12,000 whereas part-time cleaners are usually paid by the hour. An experienced cleaner can earn up to £16,000, with a supervisor earning up to £18,000. Earnings are higher for supervisors and specialist cleaners. If you set up your own cleaning business you could expect to earn more.



Requirements

No formal qualifications are required, but you must show employers that you are reliable and able to do the job. This would include basic reading skills for following job and safety instructions and basic maths skills for measuring out cleaning fluids. On top of that, you'll need to be physically fit as the work is very active, trustworthy and reliable, and aware of the importance of following health and safety procedures. If your job brings you in contact with the public, you'll need customer service skills too.

Apprenticeships



Cleaning and Support Services Apprenticeship



Team Leader Apprenticeship



Facilities Services Apprenticeship

Career Progression

Apprentice Cleaner

Cleaner

Cleaning Supervisor

Cleaning Manager

General Manager or Site Manager

Retail

In this fiercely competitive arena, the customer's decision of where to go for a sandwich or coffee can be clinched by expectation of an all-round great experience.



Opportunities

The main requirements of a retailer are to maximise sales and assist customers when they purchase products and services.

Retail advisors/brand ambassadors tend to work part-time and earn between £11,000 and £14,000, however with experience this can go up to £20,000 and you could become a retail manager or department manager. You could also specialise in customer services or buying merchandise. Salaries for a retail merchandiser start from £16,000; with experience this can go up to £25,000. The starting salary for a retail manager is usually between £20,000 and £30,000; with experience this can go up to £45,000. Highly experienced retail managers could earn between £50,000 and £70,000. The higher salaries are usually offered by the largest stores.



Requirements

No formal qualifications are required. Employers will expect you to be passionate about delivering a quality service that always aims to exceed customers' expectations. Other essential skills include good communication skills, self-motivation and you should enjoy direct contact with a wide range of people.

Apprenticeships



Retailer
Apprenticeship



Retail Manager
Apprenticeship



Retail Team Leader
Apprenticeship

Career
Progression

Retail Apprentice

Retail Supervisor/
First Line Manager

Junior Retail
Manager

Retail Store
Manager/Senior
Retail Manager

Area Manager

Read Hannah Holden's Story

Job Title. Food and Beverage Shift Leader

Employer. Curve Theatre

Apprenticeship. Hospitality Team Member

When Hannah Holden's manager approached her with the option to undertake an apprenticeship that would further her career, the 19 year-old Leicester-based employee wasted no time in seizing the opportunity to improve her chances of climbing the career ladder.

A Food and Beverage Shift Leader, Hannah has worked at Curve Theatre, a spectacular state-of-the-art facility based in the heart of Leicester's vibrant Cultural Quarter, for three years.

Enjoying the diversity of theatre-life and working in close contact with customers, Hannah has been learning on-the-job and was approached by her manager, Mel Tennant, to see if she would be interested in working towards a Hospitality Team Member Apprenticeship with HIT Training. She is now one of the first hospitality employees in the UK to successfully complete the new apprenticeship standards.

Mel from Curve Theatre said: "I am currently doing a level four Hospitality Manager Apprenticeship myself, so from my own experience I know the value in embarking on a training programme. Hannah had been working towards a team leader position, so we looked at what qualifications she could do to support with this and the Hospitality Team Member Apprenticeship seemed like the perfect option."

"Since gaining her qualification Hannah has come on in leaps and bounds and her confidence is through the roof. She is now more comfortable in her supervisory role and has even more confidence when delegating tasks and managing her team. We're very proud of her and all that she has achieved."

Hannah said: "When you work in the theatre, no two days are the same and you meet such a diverse range of people, so I need to be confident in everything I do."

"If someone had told me at the start of my career that I'd be in a supervisor position within three years, I wouldn't have believed them. Taking up an apprenticeship has enabled me to progress and given me the confidence to oversee the day-to-day running of the café and bar at the theatre."



“

If someone had told me at the start of my career that I'd be in a supervisor position within three years, I wouldn't have believed them

Need Advice?



HIT Training is your local apprenticeship training company working with the hoteliers, publicans, restaurateurs, retailers and caterers in your town. Contact a HIT team near you to discuss the hotel and catering apprenticeships available in your area.

hittraining.co.uk
0800 093 5892



CareerScope provides quality information to help you make an informed decision about your future career in hospitality, leisure and tourism. From help with your CV and tips for a successful interview, to getting through your first day in your new job, we are the industry experts.

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The Institute of Hospitality is the professional body for managers and aspiring managers working and studying in the hospitality, leisure and tourism industry. We have members working in every sector of the industry and in over 100 countries around the world.

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020 8661 4900

Apprenticeship Discounts and Deals



NUS Extra (Totum)

NUS Apprentice extra provides discounts in-store and online at your favourite brands to help your hard earned cash go a little further. Available to UK Apprentices and for just £11 for 12 months.

<https://www.apprenticeextra.co.uk/>



Apprentice Zip Oyster Card 16+

Young people living in a London borough aged 16-17 can apply for a 16+ Zip Oyster photocard to buy child-rate Travelcards and Bus & Tram Passes; and pay as you go at half adult-rate on bus, Tube, tram, DLR, London Overground, TfL Rail and most National Rail services in London.

Londoners aged 16 or 17 on 31 August 2018 can travel free on buses and trams; and those aged 18 on 31 August 2018 who are still in full time education (including an apprenticeship) can also apply for a 16+ Zip Oyster photocard that allows free bus and tram travel.

<https://tfl.gov.uk/fares/free-and-discounted-travel/16-plus-zip-oyster-photocard>



Apprentice Oyster Card 18+

With an Apprentice Oyster photocard you can save 30% off adult-rate Travelcards and Bus & Tram Pass season tickets. To be eligible, you must:

- Be aged 18+
- Live in a London borough
- Be within the first 12 months of your apprenticeship.

<https://tfl.gov.uk/fares/free-and-discounted-travel/apprentice-oyster-photocard>



Council Tax Discounts for Full-time Students



People on apprenticeship schemes may be eligible for council tax discounts. To benefit from this you will need to show that you do not qualify as an adult for Council Tax. You'll need a declaration from your employer stating that:

- You will not be paid more than £195 a week
- The training leads to a qualification accredited by a body recognised by the Office of Qualifications and Examinations Regulation (Ofqual) or the Scottish Vocational Education Council (SVEC).

Contact your local council if you're unsure about whether you can get a discount or who's responsible for paying.

<https://www.gov.uk/council-tax/who-has-to-pay>

Institute of Hospitality



From January 2019 any apprentice in the hospitality sector on a HIT Training apprenticeship programme will receive a complimentary 12 month Affiliate Student Membership of the Institute of Hospitality!

The membership provides a valuable opportunity for you to be part of the hospitality industry's only global professional body and as part of your Affiliate Student Membership you will have access to:

- The online knowledge library with Management Guides, e-Books and e-Journals
- Webinars and online presentations on a range of compelling industry topics
- A Hospitality jobs board
- Networking events
- An exclusive mentoring scheme
- Digital copies of Hospitality Quarterly magazine.

<https://www.institutefofhospitality.org/membership/who-are-you/student/>

Great learning and a great future are not the only perks of an apprenticeship. Here's some discounts and deals, to make it a little bit easier.





www.hittraining.co.uk