

Food & Beverage Team Member - Level 2

Serve with Confidence — Hire a Food & Beverage Apprentice

Customer care. Hospitality skills. Professional service.

Why Hire a Food & Beverage Apprentice?

- Support your front-of-house team
- Improve customer experience and efficiency
- Train staff to your service standards
- Access funded training and mentoring

What Apprentices Learn:

Food & Beverage apprentices gain practical skills to deliver excellent service in hospitality settings:

- **Serving Food & Drink Professionally**
Taking orders, serving meals and managing table service.
- **Customer Interaction & Upselling**
Greeting guests, handling queries and promoting menu items.
- **Bar & Beverage Service**
Preparing drinks, pouring beverages and maintaining bar hygiene.
- **Health & Safety & Food Hygiene**
Following food safety regulations and maintaining clean workspaces.
- **Teamwork & Communication**
Coordinating with kitchen and front-of-house staff to ensure smooth service.
- **Handling Payments & POS Systems**
Processing transactions accurately and securely.
- **Dealing with Complaints & Feedback**
Responding professionally and resolving issues promptly.
- **Professional Appearance & Conduct**
Maintaining high standards of presentation and behaviour.

Why Partner with Bishop Auckland College?

- Hospitality tutors with industry experience
- Flexible delivery to suit shift patterns
- Local support and mentoring
- Trusted by restaurants, hotels, and venues

Typical Duration:

12 months plus 3 months for EPA

Delivery:

In the workplace



Follow the QR code for the
Apprenticeship Standard

End Point Assessment:

- Assessment 1 - Observation with questioning – 120 mins
- Assessment 2 – Interview underpinned by a portfolio of evidence – 60 mins

Contact us:

Tel: 01388 743164 | Email: apprenticeships@bacoll.ac.uk | Website: bacoll.ac.uk

