

Food and Beverage Team Member

Level: 2

Duration: 15 months

Food and beverage team members are the "face" of the hospitality business, providing service to customers in a variety of front-of-house settings.

Apprenticeship overview

You will learn how to deliver exceptional customer service, from taking orders and serving food to preparing beverages and processing payments. The focus is on product knowledge, communication, and creating a positive guest experience.

Core skills, knowledge and behaviours you will learn

- Customer service techniques and communication skills
- Preparation and service of food and alcoholic/non-alcoholic drinks
- Product knowledge (including ingredients, allergens, and pairings)
- Health, safety, and hygiene in service areas
- Handling payments and using POS (Point of Sale) systems
- Dealing with customer feedback and complaints

In addition to the core content, you will choose one option from:

- Food and Beverage Service
- Wine Service
- Barista
- Mixology/Cocktails

Where you might work

- Restaurants and cafés
- Bars and nightclubs
- Conference centres
- Hotels

Typical job roles

- Waiter/Waitress
- Barista
- Bar Staff
- Front of House Assistant



Good to know!

Excellent personal presentation is essential

You will be on your feet for the duration of your shift

Evening and weekend work is standard