

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. Popping down the pub, having a nice meal out or a relaxing break away are all things which, as a society, we all look forward to. The hospitality industry is vital to the UK economy, so much so that it's 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, school leaver or looking for a career change, you'll 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 paths you can take to advance your personal development.

Hospitality and catering, a career with a difference

A new experience everyday

In hospitality no two days are the same. If you like thinking fast, adapting to new challenges and new experiences, a career in hospitality is for you.

Travel the World

There are bars, restaurants and hotels all over the world. If you are trained in hospitality, you can go anywhere.

Aim Big, Progress Fast

There are endless opportunities and plenty of room to progress in hospitality. Start as an apprentice and you could soon be managing a venue or leading a team of professionals.

Get Social

Whether you're talking to customers, or building relationships with team mates, if you're someone who loves meeting new people then hospitality will help you thrive.

Power Up

From working as part of a team, to creating brilliant experiences for customers, the skills you learn in hospitality are diverse and will help you succeed in any career.

It's Fun, Fast and Active

Are you bored by the thought of being stuck behind a desk? A career in hospitality will get you on your feet, having fun and thinking fast.

University vs Apprenticeships

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

Tend to focus on **academic study** with little hands-on work experience.

Tuition fees up to £9,500 p.a. in England.

Large student loan debt – an average of over **£45,000** per student in 2022.

There are **145 universities** within the UK offering hospitality management courses.

There are **157 universities** within the UK offering hospitality and catering courses.





Hospitality advanced and higher apprenticeships last between **12 months and 2 and a half years**.

Specific focus on on-the-job training.

Apprentices develop **practical skills** alongside qualifications.

No tuition fees. Costs are covered by the employer (often with government funding).

Apprentices earn a **salary** for the duration of their programme.

There are currently **thousands** of hospitality apprenticeship opportunities with employers in the UK.

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 must take place during the apprentice's contracted hours, over the total duration of the apprentice's planned training period. 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. They are conveniently set at the level of entry to suit your interest.

Get a dream job

Get a career

Get a better job

Get a job

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

What does an apprenticeship include?

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 you're 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.



An apprenticeship is a work-based placement that combines practical, on-the-job training with continued study towards a recognised qualification. 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 steps.

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.

Level 1 (L1)

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

Level 2 (L2)

Recognised qualification equivalent to GCSE Grade A*- C (9-4), includes: 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.

What are you entitled to?

How to find and apply for an apprenticeship

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 £5.28 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	23 and over	21 to 22	18 to 20	Under 18	Apprentice
April 2023	£10.42	£10.18	£7.49	£5.28	£5.28

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.

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

4

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.

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



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

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





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

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

Professional Chef

- Commis Chef Apprenticeship.
- Production Chef Apprenticeship.
- Production Chef Apprenticeship (for Fish Fryers).
- ▶ Chef de Partie Apprenticeship.
- Senior Chef Apprenticeship in Production Cooking.
- Senior Culinary Chef Apprenticeship.

Further development opportunities available:

Brewing

Brewer 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.

It's important to note that entry requirements in $\underline{\text{Scotland}}$, $\underline{\text{Wales}}$ and $\underline{\text{Northern Ireland}}$ may differ.

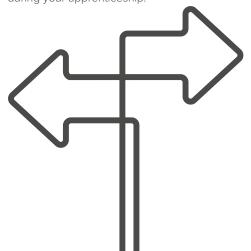


Apprentice learner journey

What happens when you become an apprentice?

Whether you're an existing employee or new recruit, your apprenticeship learning journey will roughly follow these ten steps.

Your employer will work in partnership with an apprenticeship training provider, like HIT Training, to deliver your training. Each employer and training provider will operate a little differently, so these steps are just a guide for you to know what will be expected of you during your apprenticeship.



Apply for an apprenticeship.

1

Receive your application response.

2

Complete skills assessment -

don't worry, this isn't as scary as it sounds! Your employer and training provider need to check you're on the right apprenticeship for your experience level and understand which skills you already have.

3

Confirm your apprenticeship start date.

4

Induction session with your employer's chosen training provider.

5

Agree your detailed training plan –

here you'll set out a timetable of learning activities in preparation for your End-point Assessment (EPA).

6

Begin your training! -

most of your training will take place in your workplace where you'll learn the ropes from experienced colleagues in the business. You'll spend a portion of your learning 'off the job', this takes place during your normal working hours where you'll learn new skills, knowledge and behaviours related to your apprenticeship, but outside of your work-related activities. This could include completing e-learning modules, attending a learning workshop, or shadowing a colleague.

7

Regular engagement with your employer's chosen training provider –

you'll meet regularly with a representative from your employer's chosen training provider. They'll be on hand to help you with any areas you're struggling with and help prepare you for your EPA.

8

Gateway -

here, your employer and their chosen training provider will review your knowledge, skills and behaviours to see if you're ready for your EPA.

9

End-point Assessment (EPA) -

the final stage on your apprenticeship journey. Unique to each apprenticeship, your EPA will test the knowledge, skills and behaviours you've has gained during your training.

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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 £21,000 and rising to £37,500 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 be up to £25,000, with experience this can rise to £42,500. 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, decisionmaking ability, accuracy with record keeping and IT skills.

Apprenticeships



Hospitality Supervisor Apprenticeship



Hospitality 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): £16,622; Kitchen Assistant (Experienced): up to £23,000; Trainee Chef: £22,492; Section Chef: £32,500; Head Chef: £24.449 to £32.500.

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



Commis Chef Apprenticeship



Chef de Partie Apprenticeship



Production Chef Apprenticeship



Senior Chef Apprenticeship in Production Cooking



Senior Culinary Chef 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 £16,622 a year; rising to £19,000 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 – Food and Beverage Service



Hospitality Supervisor Apprenticeship

Career Progression

Apprentice Waiter or Waitress

Waiter or Waitress

Head Waiter or Supervisor

Restaurant Manager

Food and Beverage Manager

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Bartender

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 £17,000 while bar supervisors' and managers' salaries can rise to around £27,000. Managers and licensees usually earn between £27,000 and £50,000 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 – Alcoholic Beverage Service



Hospitality Supervisor 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 are around £18,579 while experienced baristas may earn £25,000. Those with management responsibilities can earn from £23,000 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 – Barista



Retail Team Leader Apprenticeship



Retailer Apprenticeship

Career Progression

Apprentice Barista

Operative or Team Member

Shift Supervisor

Head Barista

Site Manager

 $\left(\frac{27}{3} \right)$

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 £25,000 upwards, depending on the size, location and star rating of the hotel.

You might earn up to £42,500 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 – Reception



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 £21,250 and £37,500. The Kitchen Porter's starting salary can be up to £16,622, rising to £23,000 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 -**Concierge and Guest Services**



Hospitality Supervisor 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 $\mathfrak{L}16,622$ and with experience rise to $\mathfrak{L}25,000$. Head Housekeepers can earn up to $\mathfrak{L}25,000$. Many are paid an hourly rate, ranging from the National Minimum Wage to around $\mathfrak{L}9$ 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 – Housekeeping



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

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

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Events Assistant

The events team are the visionaries behind the events that last in our memory forever. If you're confident, love a challenge and have a creative drive, then a career in events may be for you.

Opportunities

Events Assistants plan, create and maintain all events for both businesses and customers. This can be anything from a business conference, to a large wedding. The events team work closely with all departments across the business and you may be required to control a budget, problem solve, make sales and even negotiate. Events Assistants are often found working within many large hospitality providers, marketing agencies and private venues. Experienced Events Assistants could work their way up the career ladder, becoming an events coordinator, events manager or starting your own events company.

Salary expectations for an Events Assistant start at around £20,000 and could increase to £30,000 with experience. Progressing into an Events Manager role could increase your earning potential to £40,000+ per year.



Requirements

You will be required to have experience working at events at venues or hotels in a related role. Hospitality team members such as receptionists, waiters and bar staff often transition into the events team based on their practical experience. A good standard of education including maths, English or ICT qualifications at GCSE grade 4 (grade C in the previous structure) is recommended due to working with budgets and stock. You will be a people person and have the ability to communicate and negotiate with vendors, department managers and customers to yield positive results.

Apprenticeships



Events Assistant Apprenticeship

Career

Progression

Events Assistant

Events Coordinator

Events Manager

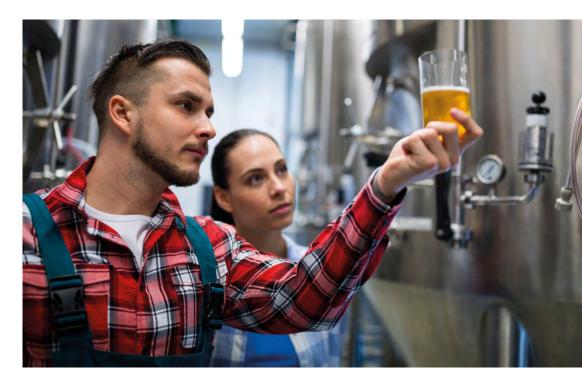
Brewer

If you have a 'creative flair' with a keen attention to detail? Then a career in brewing may be right for you.

Opportunities

With thousands of hospitality outlets in the UK serving a range of bespoke or seasonal beer all year round, there are plenty of opportunities to be part of the new wave of talented Brewers. You'll work in teams of various sizes under the supervision of the Head/Master Brewer, and you'll be assigned specific duties in accordance with the brewing process. Pubs, microbreweries and craft beer production can provide an alternative route into the industry, or progression as a Brewer.

An entry-level Brewer can expect to earn a salary of around £25,000 which could rise up to £32,500 with experience. Those who work their way up to Head or Master Brewer can earn up to £50,000 with experience - or more if they open their own brewery.



Requirements

Although employers will set their own entry requirements, you may be required to show a good standard of education including maths and English qualifications at GCSE grade 4 (grade C in the previous structure). You'll be a responsible individual and driven to learn, eventually mastering all stages of the brewing process. Brewers will produce beer either at specific stages of production or in its entirety – from ingredients intake to final package.

Apprenticeships



Brewer Apprenticeship

Career **Progression**

Brewer

Senior Brewer

Head/Master Brewer

Read Karl Svendsen's Story

Job Title. Store Manager Employer. Caffè Nero

Hospitality Supervisor Apprenticeship.

Why an apprenticeship?

In every job I've had, I've always looked to develop my knowledge and skills to challenge myself and hopefully progress. Caffè Nero offered me the opportunity to develop from Shift Leader to Store Manager in just 15 months with a Hospitality Supervisor Apprenticeship. This was a perfect opportunity to push myself and try something new!

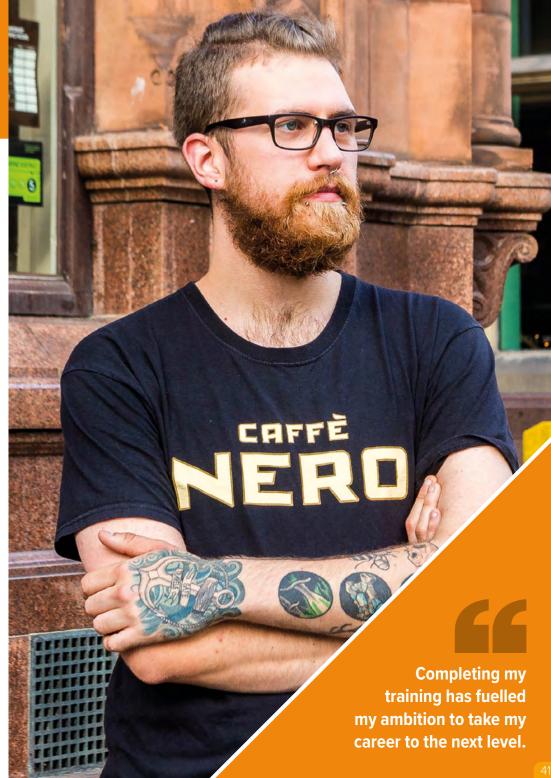
I eagerly applied excited about gaining a qualification and the potential opportunities it could unlock. By observing and paying attention to my own performance, I'm now better equipped to motivate and develop a team to deliver results in our fast-paced hospitality environment. Additionally, I'm able to efficiently manage stock levels and identify issues, as well as implementing methods to stop these issues happening in future.

Caffè Nero were extremely supportive of my apprenticeship, giving me time on and off the bar to complete my work with HIT, have meetings with my Vocational Trainer and reflect on the work completed with my Area Manager. They also gave me the opportunity to be a part of their internal Store Manager Training Programme, taking part in four management workshops.

Benefiting my business

By taking on the role of Store Manager in one of the Liverpool stores, I was immediately able to make positive changes. My apprenticeship gave me the tools I needed to launch an investigation into the store's discrepancies with stock staking. I then confidently delivered training to staff to prevent this issue from happening in future and within three months, the missing margin was brought back within the target percentage.

I also took on the responsibility of writing rotas, ensuring there was a fair distribution of hours given to all team members. I also lead on inventory management and recruitment for my store and two others in our area. Most notably, my training has empowered me to confidently lead and coach new and existing members of staff. In my store, I'm now the designated individual for fire risk assessments, health and safety and pest control daily/monthly routines in store.



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



If you are looking for your perfect job - whether it's a new job or career opportunity search for the best jobs across the UK for hotels, pubs & bars, contract catering, casual dining, restaurants, leisure and coffee shops, apply and search today on Hospitality Jobs UK.

hospitalityjobsuk.com 01442 877795



careerscope.uk.net 020 7921 0420





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.

instituteofhospitality.org 020 8661 4900



www.hittraining.co.uk