

# Food and Beverage Team Member **Level 2**




## Overview:

The Level 2 Food and Beverage Team Member apprenticeship prepares individuals for roles across a wide variety of hospitality settings, from cafes and restaurants to pubs and casinos. Apprentices will learn to deliver high-quality food and drink service, ensuring a smooth and enjoyable experience for customers. This includes preparing beverages, serving food, handling bookings and payments, and maintaining cleanliness and hygiene. Team members play a vital role in customer interaction, promoting products, upselling, and supporting both front and back of house teams. They are also responsible for adhering to health, safety, and food hygiene standards, and are expected to contribute to stock control and service improvements. This apprenticeship develops the skills and knowledge needed to succeed in one of the most dynamic and people-focused industries.

## What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skills competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.


## Key information:

 Level:  
**Level 2**

 Recommended duration:  
**12 months**

 Format / Delivery:  
**Blended learning model**

 Funding band:  
**£6,000**

 Contextualisation available:  
**Yes**

### Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme- unless exempt. For more information, please contact the Linden team.

### Relevant to:

Bar person, Bartender, Food and beverage assistant, Food and beverage team member, Waiter or waitress.



# What is included in the Standard:

Knowledge	Skills & Practical Application
<ul style="list-style-type: none"> <li>• Business standards for the service of food and beverages.</li> <li>• Range of food and beverages, their price, and any pairings, deals or offers.</li> <li>• Techniques to maximise sales and improve customer experience; cross selling, upselling.</li> <li>• Methods of communication with customers and how to tailor communication to different situations and customer needs.</li> <li>• Methods for maintaining a hygienic, safe, and secure working environment.</li> <li>• Health and safety legislation, regulations, guidelines and procedures relevant to own role.</li> <li>• Food safety and allergen legislation and procedures applicable to own role.</li> <li>• Functions and procedures for safe and correct use of equipment and technology relevant to own role.</li> <li>• Processes for handling transactions and payments securely.</li> <li>• The importance of teamwork and the impact on service delivery.</li> <li>• Company procedures for fixing or escalating equipment or technology faults and maintenance issues. Limits of own role.</li> <li>• Professional methods of communication, verbal, non-verbal, and written, between team members in a hospitality environment.</li> <li>• Methods of planning own workload and prioritising tasks.</li> <li>• Impact of full stock availability on the customer and the financial performance of the business.</li> <li>• Principles of stock management and rotation; first in, first out.</li> </ul>	<ul style="list-style-type: none"> <li>• Serve food and beverages to individual business standards.</li> <li>• Identify opportunities and apply techniques to increase sales and improve customer experience.</li> <li>• Tailor communication techniques to meet customer needs and build rapport.</li> <li>• Maintain a safe, hygienic, and secure working environment.</li> <li>• Comply with health and safety legislation, regulations, guidelines and procedures.</li> <li>• Follow food safety and allergen legislation and procedures applicable to own role.</li> <li>• Use technology and equipment in line with business policy to meet customer needs.</li> <li>• Handle transactions and payments securely.</li> <li>• Work as part of a team to ensure that the products and services are delivered on time and in line with business needs.</li> <li>• Deal with or escalate issues that impact service and customer experience.</li> <li>• Use professional methods of communication that are tailored to different situations.</li> <li>• Manage own time and workload, prioritising tasks.</li> <li>• Maintain and rotate stock according to life cycle and business processes.</li> <li>• Ensure equipment and technology faults and maintenance issues are reported promptly.</li> <li>• Check customers are satisfied with products and services through questioning and act on feedback.</li> <li>• Keep up to date with changes to products and processes.</li> <li>• Use feedback to improve own performance.</li> <li>• Reduce the waste of resources, taking sustainability into account, in line with business expectations.</li> <li>• Follow and support equity, diversity and inclusion legislation and principles.</li> <li>• Participate in team briefings, implementing instructions, and offering input or feedback where relevant.</li> </ul>
<div data-bbox="560 1384 999 1496" style="text-align: center; background-color: #e0f2f1; padding: 10px;"><b>Behaviours</b></div> <ul style="list-style-type: none"> <li>Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate.</li> <li>Commercially aware.</li> <li>Customer focused.</li> <li>Be diligent in safe and hygienic working practices.</li> <li>Be team focused, working collaboratively with colleagues and other professionals.</li> <li>Observe professional standards in own role (e.g. timekeeping and appearance).</li> </ul>	



## Typical learner journey:



## End Point Assessment:

The End Point Assessment consists of two elements.

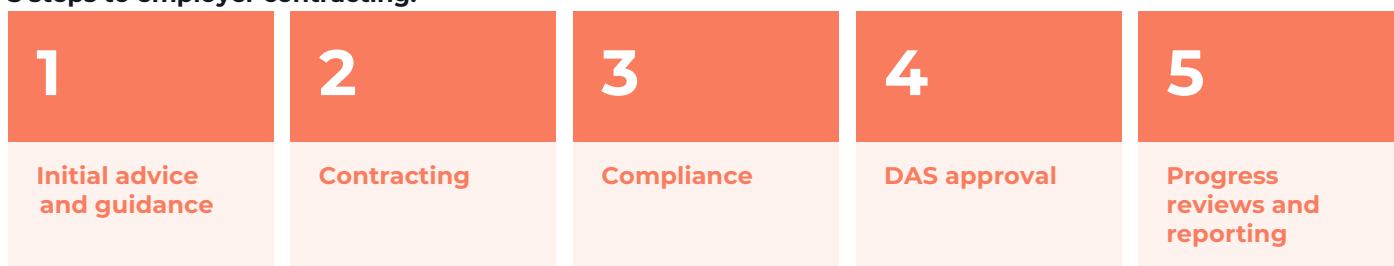
Assessment method	Areas assessed	Weighting
Observation with questions	Knowledge/ Skills/ Behaviours	All assessment methods are weighted equally in their contribution to the overall EPA grade.
Interview underpinned by a portfolio of evidence	Knowledge / Skills / Behaviours	



# Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners, securing funding for each apprenticeship Standard via the Digital Apprenticeship Service.

## 5 steps to employer contracting:



Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.

Contract for services issued online for review and electronic signature.

Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.

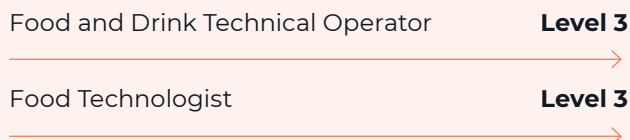
Agreeing learners to enrol and approval on the Digital Apprenticeship Service.



Employers will be invited to attend progress reviews and receive updates throughout their apprentices journey.

## Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.



## What our learners have to say:



I hope to continue my learning at some point in the future and would highly recommend yourself and Linden to any company wishing to invest in their people.

Louisa



You were always available when I needed extra support.

Jillian



## Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **[lindenmanagement.org.uk](http://lindenmanagement.org.uk)**

