



Level 2 Hospitality Team Member End-Point Assessment

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge and guest services, reception, reservations and conference and banqueting. The most important part of the role is developing fantastic 'hospitality' skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

Fee £800

Maximum Funding £4000

Get in touch to find out more

For further information on registering your apprentices on this end-point assessment, contact our team by email or by calling 0115 854 1620.

British Institute of Innkeeping Awarding Body (BIIAB) is the End-point Assessment Organisation (EPAO) that is approved and registered with the Education and Skills Funding Agency (ESFA) for this apprenticeship. Delivery of this end-point assessment is monitored, on behalf of the Institute for Apprenticeships and Technical Education (IfATE), by the External Quality Assurance Organisation, Ofqual.

Gateway Requirements

Individuals will need to achieve the following prior to undertaking their end-point assessment:

- Apprentices will need to achieve the relevant English and mathematics prior to undertaking their End-Point Assessment. From August 2022 people who start a Level 2 apprenticeship without Level 1 English and Maths will no longer need to automatically attempt Level 2 English and Maths tests to complete their apprenticeship.
- Two-page synopsis of business project prepared consisting of 200-300 words.

The Assessment

The apprentice will be assessed against the Hospitality Team Member requirements. The methods of assessment are:

- On Demand Test
- Practical Observation
- Business Project
- Professional Discussion

Why choose BIIAB?

We specialise in various sectors for end-point assessment. Our experience with the standards for these industries means we know exactly what employers and apprentices need, making the assessment process clear, easy to use and responsive.

We are passionate about apprenticeships and the futures of your apprentices. By conducting high-quality end-point assessment services and ensuring that training providers, employers and apprentices are fully supported throughout, we aim to provide your apprentices with the best start in their career.