



WHITBREAD PROGRAMME GUIDANCE.

ENGLAND.

CONTENTS.

- 3 Welcome to Whitbread Apprenticeships
- 4 Hospitality Team Member Level 2
- 8 Production Chef Level 2
- 12 Hospitality Supervisor Level 3
- 16 Senior Production Chef Level 3
- 20 Hospitality Manager Level 4

“We are committed to creating a great place to work for our 35,000 team members who keep our business thriving, offering amazing opportunities for development, helping them realise their potential and build their career with us.”

Alison Brittain,
CEO Whitbread

WELCOME TO THE WHITBREAD APPRENTICESHIP PROGRAMME!

This programme has been designed to equip you with the skills, knowledge and behaviours to set you up for success and grow your career with Whitbread.

With the support of your Lifetime Learning Coach, manager and colleagues you will follow a detailed learning plan leading to you achieving a nationally recognised apprenticeship. You will learn industry and role specific skills and knowledge to help you excel in your role, provide a fantastic service to your guests and colleagues and be equipped with everything you need to achieve.

WHO IS LIFETIME TRAINING?

Lifetime Training is an award-winning external training provider who will be delivering the apprenticeship training in partnership with Whitbread.

Lifetime Training have been delivering apprenticeship training for over 20 years and have a learner satisfaction score of 93%, one of the highest in the country. Their experience will deliver quality and innovative training to make sure you get the most out of your apprenticeship.



THE WHITBREAD APPRENTICESHIP GUIDE.

We have created a guide to support these programme guides that has everything you need to know about eligibility, benefits and resources to support each apprenticeship programme.

You can view the full guide [here](#).

HOSPITALITY TEAM MEMBER LEVEL 2 APPRENTICESHIP PROGRAMME.

WHO IS THE PROGRAMME FOR?

- The Hospitality Team Member Level 2 apprenticeship programme is for Team Members in all of our Premier Inn Hotels and restaurants, who work in the following roles:
- Reception Team Member (PI)
 - Ground Floor Team Member (PI)
 - Housekeeping (PI)
 - Front of House Team Member (Restaurants)

WHAT WILL YOU LEARN?

Each pathway of the Hospitality Team Member Level 2 consists of nine modules, eight of which cover the core knowledge, skills and behaviours needed to excel in the hospitality industry. The final module is specific to the pathway you are on and contains specialist training for your role.

CORE LEARNING.

- The eight core modules are shared by each pathway and cover every aspect of a career in the hospitality industry. Four core sections are covered in these modules: **Customer, Business, People** and **First Line Supervision**.
- **Customer** develop high levels of guest service
 - **Business** gain a wider understanding of both the role within the business and the wider sector
 - **People** develop key communication skills to excel in a team environment
 - **First Line Supervision** understand how to support the Line Manager and your team

ENGLISH AND MATHS.

Part of the programme will be the completion of maths and English Functional Skills, where you will be supported by your Trainer to make sure you are able to pass the required assessments. If you already have maths and English qualifications, you will not need to complete this part of the programme; you will, however, need to provide proof of the qualification(s) achieved by presenting your certificates at your first visit. Part of the programme will be the completion of maths and English Functional Skills, where you will be supported by your Trainer to make sure you are able to pass the required assessments. If you already have maths and English qualifications, you will not need to complete this part of the programme; you will, however, need to provide proof of the qualification(s) achieved by presenting your certificates at your first visit.

ROLE-SPECIFIC LEARNING.

These specialist modules develop the vital skills needed to master your role.



HOSPITALITY TEAM MEMBER LEVEL 2: RECEPTION.

Your role: Reception Team Member (PI)

The Receptionist specialist module will develop all areas of your Receptionist role, from guest interactions to GDPR compliance.

Key learning:

- Reception procedures and processes
- Processing sensitive data
- Understanding and communicating products, facilities and services
- Developing excellent



HOSPITALITY TEAM MEMBER LEVEL 2: HOUSEKEEPING.

Your role: Housekeeping (PI)

The Housekeeper specialist module develops effective skills in the cleaning and maintenance of living areas and furniture.

Key learning:

- Servicing rooms to the high standards expected by the business
- Environmental considerations and implications connected to bed and bathroom linen
- Cleaning and maintaining guest areas with the correct equipment and products
- Health and safety including safe lifting and handling



HOSPITALITY TEAM MEMBER LEVEL 2: FOOD & BEVERAGE.

Your role: Front of House Team Member (Restaurants) and Ground Floor Team Member (PI)

The Food and Beverage specialist module covers a range of topics including great guest service and food pairings.

Key learning:

- Understanding different types of service and service styles
- Food pairings and how to serve wine and champagne
- Knowledge of menus, allergens and ingredients
- Preparation of dining areas and guest service

END-POINT ASSESSMENT.

The programme is designed to equip you with the skills, knowledge and behaviours to set you up for success and grow your career with Whitbread. As you progress we will prepare you for an external assessment, known as an End-point Assessment (EPA) where you will demonstrate your competence, skills and knowledge learnt throughout your programme. The EPA will take up to three months and includes:

PLANNING MEETING.

Meeting with employer, training provider, apprentice and End-point Assessor.

MULTIPLE-CHOICE TEST.

- 90 minute on demand
- Scenario based questions.

THREE MONTHS

PRACTICAL OBSERVATION.

Learners are observed performing their role over two hours by an assessor.

PROFESSIONAL DISCUSSION.

40 minute discussion between the apprentice and the independent end assessor.

BUSINESS PROJECT SPECIFICATION

Key facts:

- 800 to 1,200 words
- Focussing on an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in
- Involves gathering/reviewing information and making recommendations to management
- Included in the Professional Discussion

WHAT'S THE CRITERIA FOR THE PROGRAMME?

- You will need to be on a contract of 16 hours or more
- Not hold a level 2 or 3 apprenticeship in a similar or related subject area
- Have been a resident of the EU for the last three years
- You cannot currently be in full or part time education or intend to return within the next 18 months

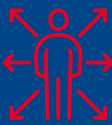
HOW IS IT DELIVERED?

- This programme is 12 months + 3 months for the End-point Assessment (EPA) and delivered by a Lifetime Learning Coach who will visit you at your site every 4 to 6 weeks
- Between visits you will be set learning to complete on Lifetime's online learning platform
- Each apprenticeship is clearly mapped, so you know what is expected of you every week
- You will also do practice assessments every three months to make sure you are developing in line with your programme and are on track to pass your End-point Assessment (EPA)

WHAT ARE THE BENEFITS?



Develop new skills for your role



Gain insight into the guest journey and how your site works



Grow your confidence and abilities



Accelerate your career journey in your site and within Whitbread

AND...

- Team Members on apprenticeships progress faster than colleagues who aren't, and go on to earn more over a longer career
- At the end of the programme you'll have a **nationally recognised** apprenticeship that will help you succeed in your chosen career
- You will improve your maths and English skills; if you do not already have these qualifications
- You will get supported the whole way through by a Lifetime Regional Trainer who is an expert in hospitality
- As you are an existing Team Member, there is no change to your pre-existing employment terms and conditions

FAST FORWARD TO YOUR FUTURE.

Once you've completed your Hospitality Team Member Level 2 apprenticeship programme, you'll have the chance to enrol onto the Hospitality Supervisor Level 3 apprenticeship programme. Helping you to continue to grow your career.

HOW DO I APPLY?

Interested in applying for this programme? You can apply online here and a Lifetime Training Course Advisor will be in touch to complete your application.

PRODUCTION CHEF LEVEL 2.

WHO IS THE PROGRAMME FOR?

The Production Chef Level 2 Apprenticeship Programme is for Team Members who are working in the kitchen in the following roles:

- Kitchen Team Members (PI)
- Grill Chefs (Restaurants)
- Back of House Team Members (Restaurants)

WHAT WILL YOU LEARN?

This apprenticeship is designed to will teach the learner vital skills in food preparation and regeneration and how to produce large volumes of food to standardised Whitbread recipes as part of your team. You will gain an in-depth understanding of food production techniques, health and safety knowledge and the equipment.

CORE LEARNING.

The nine modules cover the knowledge, skills and behaviours set by the Apprenticeship Standard's six core areas: **Kitchen Operations, Nutrition, Legal and Governance, People, Business, and Personal Development.**

- **Kitchen Operations** gives learners a detailed understanding of the techniques for the preparation and regeneration of food at a consistent level of quality. Learners will understand the proper use of equipment, kitchen procedures, and the supply chain
- **Nutrition** explores the importance of a balanced menu to make sure a range of dietary requirements are met. Learners will develop an understanding of nutrients and health, as well as identifying intolerances and allergies and produce dishes to meet individual's specific dietary requirements
- **Legal and Governance** gives apprentices an understanding of the legal responsibility of the employer and individual when preparing food. Learners will demonstrate a knowledge of health and safety regulations, current legislation, and hazard analysis
- **People** develops communication skills to positively interact with both fellow team members and guests. Learners understand how to support team members to make sure a safe and friendly working environment
- **Business** gives learners vital insight into the values and objectives of our business, making sure they understand budgetary requirements, portion control, and business standards
- **Personal Development** focuses on learners developing their own personal skills and knowledge to improve the organisation through a range of different learning styles. Learners will understand how to identify personal strengths and weaknesses, and how to align personal development with our business and career path

ENGLISH AND MATHS.

Part of the programme will be the completion of maths and English Functional Skills, where you will be supported by your Trainer to make sure you are able to pass the required assessments. If you already have maths and English qualifications, you will not need to complete this part of the programme; you will, however, need to provide proof of the qualification(s) achieved by presenting your certificates at your first visit.

WHAT'S THE CRITERIA FOR THE PROGRAMME?

- You will need to be on a contract of 16 hours or more
- You need to be in a role within the kitchen
- Not hold a level 2 apprenticeship in a similar or related subject area (such as Food Production)
- Have been a resident of the EU for the last three years;
- You cannot currently be in full or part time education or intend to return within the next 18 months

END-POINT ASSESSMENT.

The programme is designed to equip you with the skills, knowledge and behaviours to set you up for success and grow your career with Whitbread. As you progress we will prepare you for an external assessment, known as an End Point Assessment (EPA) where you will demonstrate your competence, skills and knowledge learnt throughout your programme.

To track progress throughout the programme, learners will fill out a weekly reflective journey and employers will perform regular skills endorsements to ensure learner competency.

The EPA includes:

PLANNING MEETING.

40 minute meeting with employer, training provider, apprentice and End-point Assessor

MULTIPLE-CHOICE TEST.

A 60 minute online test.

THREE MONTHS

PRACTICAL OBSERVATION.

Learners are observed performing their role over two hours by an assessor.

PROFESSIONAL DISCUSSION.

An 40 minute discussion to ensure the learner is fully competent.



HOW IS IT DELIVERED?

- This programme is 12 months + 3 months End Point Assessment (EPA) and delivered by a Lifetime Learning Coach who will visit you at your site every 4 to 6 weeks
- Between visits you will be set learning to complete on the online learning platform
- Each apprenticeship is clearly mapped, so you know what is expected of you every week
- You will also do practice assessments every three months to make sure you are developing in line with your programme and are on track to pass your End Point Assessment (EPA)

WHAT ARE THE BENEFITS?



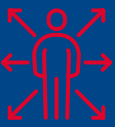
Develop new skills directly linked to your role



Gain a nationally recognised apprenticeship



Directly impact the efficiency of your kitchen



Gain insights into how your business and the wider industry operate



Accelerate your career with Whitbread

AND...

- Team Members on apprenticeships progress faster than colleagues who aren't, and go on to earn more over a longer career
- At the end of the programme you'll have a **nationally recognised** Apprenticeship that will help you succeed in your chosen career
- You'll improve your maths and English skills; if you do not already have these qualifications
- You'll get supported the whole way through by a Lifetime Regional Trainer who is an expert in hospitality
- As you are an existing team member, there is no change to your pre-existing employment terms and conditions

FAST FORWARD TO YOUR FUTURE.

Once you've completed your Production Chef Level 2 Apprenticeship programme, you'll be in a great position to grow your career and step up to the Senior Production Chef Level 3 Apprenticeship programme once you are in Head Chef or Kitchen Manager role.

HOW DO I APPLY?

Interested in applying for this programme? You can apply online [here](#) and a Lifetime Training Course Advisor will be in touch to complete your application.

HOSPITALITY SUPERVISOR LEVEL 3 APPRENTICESHIP PROGRAMME.

WHO IS THE PROGRAMME FOR?

The Hospitality Supervisor Level 3 apprenticeship programme is for Team Leaders who are looking to take their first step towards management. This apprenticeship is designed to aid the learning and development in leadership and supervision in the following roles:

- Assistant Hotel Manager (PI)
- Head Housekeeper (PI)
- Duty Manager (PI)
- Restaurant Team Leader (Restaurants)

There are different specialist pathways for each role designed to set you up for success. Each pathway makes sure you experience clear, structured learning and you know what is expected of you.

WHAT WILL YOU LEARN?

Our Hospitality Supervisor apprenticeship is a balanced programme of on-the-job training and structured self-study that will develop your core skills and knowledge, setting you up for success.

Each pathway of the Hospitality Supervisor Level 3 apprenticeship is made up of nine modules, eight of which cover the core knowledge, skills and behaviours needed to excel as a leader across the hospitality industry. The final module is role-specific and gives you detailed information on becoming a leader in your role.

CORE LEARNING.

The eight core modules shared by each pathway consist of the skills and knowledge needed to become supervisors within the hospitality industry. The modules cover four different topics relating to becoming an expert in leadership within the hospitality industry: **Customer, Business, People** and **First Line Leadership**.

- **Customer** develop understanding of guest's needs and the importance of high-quality service for the wider business
- **Business** identify risks and opportunities to help the company reach its objectives
- **People** develop the knowledge and skills to organise, motivate and encourage their team to meet key business aims and targets
- **First Line Supervision** learn to lead by example to motivate their team and drive performance

ENGLISH AND MATHS.

Part of the programme will be the completion of maths and English Functional Skills, where you will be to make sure you are able to pass the required assessments. If you already have maths and English qualifications, you will not need to complete this part of the programme; you will, however, need to provide proof of the qualification(s) achieved by presenting your certificates at your first visit.

ROLE-SPECIFIC LEARNING.

These specialist modules develop the vital skills needed to master your role.



HOSPITALITY SUPERVISOR LEVEL 3: FRONT OFFICE.

Your role: Assistant Hotel Manager and Duty Manager (PI)

The Front Office specialist module ensures the highest standard of service is provided, and that you can confidently coordinate and motivate the team.

Key learning:

- Ensuring procedures are reliable and efficient
- Motivating and managing the team and maintaining professional conduct
- Guest confidentiality and current legislation
- Maintaining brand reputation and creating a strong first impression for guests



HOSPITALITY SUPERVISOR LEVEL 3: FOOD & BEVERAGE.

Your role: Restaurant Manager (Restaurants)

The Food and Beverage specialist module gives you the knowledge specific to dealing with food and drink pairings, team management and industry trends.

Key learning:

- Trends in the hospitality industry and in-depth knowledge of relevant legislation
- Team management and dealing with guest complaints
- Food pairing, dish styles and menu planning
- Preparation and serving of a range of food and beverages



HOSPITALITY SUPERVISOR LEVEL 3: HOUSEKEEPING.

Your role: Head Housekeeper (PI)

The Housekeeping specialist module gives you detailed knowledge of how to coordinate and support a team of Housekeepers.

Key learning:

- Knowledge of guest expectation and business standards
- Coordinating and managing teams confidently
- Allocating tasks and managing time scales
- Keeping track of standards and dealing with maintenance issues

END-POINT ASSESSMENT.

The programme is designed to equip you with the skills, knowledge and behaviours to set you up for success and grow your career with Whitbread. As you progress we will prepare you for an external assessment, known as an End-point Assessment (EPA) where you will demonstrate your competence, skills and knowledge learnt throughout your programme.

The EPA will take up to three months and includes:

PLANNING MEETING.

Meeting with employer, training provider, apprentice and End-point Assessor.

MULTIPLE-CHOICE TEST.

Two hour on demand multiple choice test (including 30 minutes reading time).

THREE MONTHS

PRACTICAL OBSERVATION.

- Four hour observation of the apprentice in the workplace.
- May be split into two, two hour observations to cover preparation and service/shift.

PROFESSIONAL DISCUSSION.

90 minute discussion between the apprentice and the independent end assessor.

BUSINESS PROJECT SPECIFICATION

Key facts:

- 2,000 to 5,000 words
- Focussing on an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in
- Involves gathering/reviewing information and making recommendations to management
- Written report submitted, followed by a 30 minute presentation of the project and question and answer session

WHAT'S THE CRITERIA FOR THE PROGRAMME?

- You will need to be on a contract of 16 hours or more
- Not hold a level 2 or 3 apprenticeship in a similar or related subject area
- Have been a resident of the EU for the last three years
- You cannot currently be in full or part time education or intend to return within the next 18 months

HOW IS IT DELIVERED?

- This programme is 12 months + 3 months End-point Assessment (EPA) and is delivered by a Lifetime Learning Coach who will visit you at your site every 4 to 6 weeks
- Between visits you will be set learning to complete on the online learning platform
- Each apprenticeship is clearly mapped, so you know what is expected of you every week
- You will also do practice assessments every three months to make sure you are developing in line with your programme and are on track to pass your End-point Assessment (EPA)

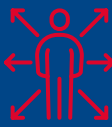
WHAT ARE THE BENEFITS?



Develop new skills for your role



Grow your leadership and management abilities



Gain insights into how your business and the wider industry operate



Accelerate your career journey in your site and within Whitbread

AND...

- Team Members on apprenticeships progress faster than colleagues who aren't, and go on to earn more over a longer career
- At the end of the programme you'll have a **nationally recognised** apprenticeship that will help you succeed in your chosen career
- You will improve your maths and English skills; if you do not already have these qualifications
- You will get supported the whole way through by a Lifetime Regional Trainer who is an expert in hospitality
- As you are an existing Team Member, there is no change to your pre-existing employment terms and conditions

FAST FORWARD TO YOUR FUTURE.

Once you've completed your Hospitality Supervisor Level 3 apprenticeship programme, you'll be a great position to grow your career and step up to the Hospitality Manager Level 4 apprenticeship programme once you are in a Salaried Management role.

HOW DO I APPLY?

Interested in applying for this programme? You can apply online [here](#) and a Lifetime Training Course Advisor will be in touch to complete your application.

SENIOR PRODUCTION CHEF LEVEL 3 APPRENTICESHIP PROGRAMME.

WHO IS THE PROGRAMME FOR?

The Senior Production Chef Level 3 apprenticeship programme is for production chefs that lead a team. This is suitable for Head Chefs in our restaurant brands & Expert Kitchen Team Members in Premier Inn.

WHAT WILL YOU LEARN?

This apprenticeship is designed to support learners to become capable of independently supervising and motivating a team whilst contributing to the production of centrally developed standardised recipes, menus and dishes to meet specific dietary requirements.

CORE LEARNING.

The apprenticeship consists of ten modules covering five areas defined by the apprenticeship Standard as vital to food production: **Kitchen Operations, Nutrition, Legal and Governance, People, and Business.**

- **Kitchen Operations** develop the learner's understanding of supply chains, costing of dishes, storage of products, and best practice production procedures. You will gain the knowledge needed to supervise the team effectively and understand the brand specifications to ensure consistent food production
- **Nutrition** demonstrate the importance of nutrients and food groups when designing a balanced menu to meet varied sets of dietary requirements. You will understand the influence of food, health, and industry trends on the development of dishes
- **Legal and Governance** explore industry regulations including health and safety and safe production procedures. You will understand how to monitor your team's health and safety compliance to make sure food is prepared and cooked in line with legislation
- **People** develop the management and leadership skills required to supervise and motivate the team to deliver consistently high-quality food to tight deadlines. You will understand how to develop a guest-centric culture through open communication and constructive problem-solving
- **Business** develop efficient practice in running the kitchen and expands your knowledge of the commercial aims of the business and its values. With this improved knowledge you will understand the importance of monitoring costs and improving team efficiency

ENGLISH AND MATHS.

Part of the programme will be the completion of maths and English Functional Skills, where you will be supported by your Trainer to make sure you are able to pass the required assessments. If you already have maths and English qualifications, you will not need to complete this part of the programme; you will, however, need to provide proof of the qualification(s) achieved by presenting your certificates at your first visit.



WHAT'S THE CRITERIA FOR THE PROGRAMME?

- You will need to be on a contract of 16 hours or more
- You need to be in a first line manager role
- Not hold a level 3 apprenticeship in a similar or related subject area (such as management)
- Have been a resident of the EU for the last three years
- You cannot currently be in full or part time education or intend to return within the next 18 months

END-POINT ASSESSMENT.

The programme is designed to equip you with the skills, knowledge and behaviours to set you up for success and grow your career with Whitbread. As you progress we will prepare you for an external assessment, known as an End-point Assessment (EPA) where you will demonstrate your competence, skills and knowledge learnt throughout your programme.

To track progress throughout the programme, learners will fill out a weekly reflective journey and employers will perform regular skills endorsements to ensure learner competency.

The EPA includes:

PLANNING MEETING.

Meeting with employer, training provider, apprentice and End-point Assessor.

MULTIPLE-CHOICE TEST.

90-minute (including reading time) on-demand test.

THREE MONTHS

PRACTICAL OBSERVATION.

4-hour (+/- 10% at the discretion of the independent assessor) practical observation.

PROFESSIONAL DISCUSSION.

An hour-long discussion with an assessor to confirm competency.



HOW IS IT DELIVERED?

- This programme is 15 months + 3 months End-point Assessment (EPA) and delivered by a Lifetime Regional Trainer who will visit you at your site every 4 to 6 weeks
- Between visits you will be set learning to complete on the online learning platform
- Each apprenticeship is clearly mapped, so you know what is expected of you every week
- You will also do practice assessments every three months to make sure you are developing in line with your programme and are on track to pass your End-point Assessment (EPA)

WHAT ARE THE BENEFITS?



Develop new skills directly linked to your role



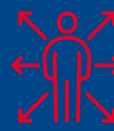
Grow your leadership and management abilities



Gain a nationally recognised apprenticeship



Directly impact the efficiency of your kitchen



Gain insights into how your business and the wider industry operate



Accelerate your career with Whitbread

AND...

- Team Members on apprenticeships progress faster than colleagues who aren't, and go on to earn more over a longer career
- At the end of the programme you'll have a **nationally recognised** apprenticeship that will help you succeed in your chosen career
- You'll improve your maths and English skills; if you do not already have these qualifications
- You'll get supported the whole way through by a Lifetime Regional Trainer who is an expert in hospitality
- As you are an existing team member, there is no change to your pre-existing employment terms and conditions

HOW DO I APPLY?

Interested in applying for this programme? You can apply online [here](#) and a Lifetime Training Course Advisor will be in touch to complete your application.

HOSPITALITY MANAGER LEVEL 4 APPRENTICESHIP PROGRAMME.

WHO IS THE PROGRAMME FOR?

The Hospitality Manager Level 4 apprenticeship programme is for our Salaried Managers progressing towards a site leadership role. This apprenticeship is designed to aid the learning and development in driving business objectives, delivering excellent customer experience, forecasting and managing finance and effectively leading a team.

This programme is designed for those in the following roles:

- Deputy Hotel Manager (PI)
- Restaurant Manager (Restaurants)
- Head Chef (PI)
- Kitchen Manager (Restaurants)
- Housekeeping Manager (PI)

There are different specialist pathways for each role designed to set you up for success. Each pathway makes sure you experience clear, structured learning and you know what is expected of you.

WHAT WILL YOU LEARN?

Our Hospitality Manager apprenticeships is a balanced programme of on-the-job training, webinars, Skills Day workshops and structured self-study that will develop your core skills and knowledge.

Each pathway of the Hospitality Manager Level 4 is made up of eight modules providing learners with the managerial skills and behaviours expected from the best managers across the hospitality industry. The apprenticeship also provides specialist managerial training, specific to the learner's role and chosen pathway.

CORE LEARNING.

The apprenticeship covers four core sections and topics vital to developing managerial excellence:

Business, People, Customers and Leadership.

- **Business** gain management skills in all aspects of the business and wider sector, including business strategy, finance, technology and planning
- **People** develop skills and strategies to effectively manage the business, developing communication skills and instilling a sense of responsibility
- **Customers** explore the guest journey in detail, developing a positive guest culture and strategies to identify and solve failure in guest service
- **Leadership** develop in-depth understanding of the managerial skills and behaviours, with focus on developing a diverse company culture through different leadership styles

ENGLISH AND MATHS.

Part of the programme will be the completion of maths and English Functional Skills, where you will be supported by your Trainer to make sure you are able to pass the required assessments. If you already have maths and English qualifications, you will not need to complete this part of the programme; you will, however, need to provide proof of the qualification(s) achieved by presenting your certificates at your first visit.

ROLE-SPECIFIC LEARNING.

These specialist modules develop the vital skills needed to master your role.



HOSPITALITY MANAGER LEVEL 4: FRONT OFFICE.

Your role: Deputy Hotel Manager (PI)

Learners gain key skills in the management of the front office, coordinating a range of team members to ensure a consistently high standard of service.

Key learning:

- Organising and coordinating the reception team
- Identifying improvements in the reception systems
- Managing and coordinating the sale of facilities
- Developing consistency in customer service and team conduct



HOSPITALITY MANAGER LEVEL 4: HOUSEKEEPING.

Your role: Housekeeping Manager (PI)

Learners understand the best ways to deliver exceptional cleaning services in a range of establishments, managing teams and resources to a strict timetable.

Key learning:

- Maintaining and managing the presentation of businesses and establishments
- Identifying improvements to procedures and ways of working
- Managing and forecasting stocks and supplies of chemicals and linen
- Scheduling maintenance and repair work with minimum disruption



HOSPITALITY MANAGER LEVEL 4: FOOD & BEVERAGE.

Your role: Restaurant Manager (Restaurants)

You will develop the skill needed to manage and deliver services in a range of food and beverage settings including cafes, bars, restaurants and hotels.

Key learning:

- Managing the delivery of food and beverages in a variety of settings to a high standard
- Liaising with and managing team members, suppliers and caterers
- Promoting and maximising sales through menu design, food matching and promotions
- Maintaining food service equipment and beverage stocks to ensure efficient business



HOSPITALITY MANAGER LEVEL 4: KITCHEN.

Your role: Head Chef (PI) and Kitchen Manager (Restaurants)

Learn to thrive in a fast-paced catering kitchen, developing the expertise required to manage a kitchen delivering consistent, high-quality food. Understand financial accountability and take responsibility for stock management and procurement.

Key learning:

- Responsibility for the delivery of consistent levels of food cooking, preparation and service
- Management skills in the challenging and fast-paced environment of a kitchen
- Expertise in procurement, stock control and food safety regulations
- Development and designing of recipes, menus and preparation systems

END-POINT ASSESSMENT.

The programme is designed to equip you with the skills, knowledge and behaviours to set you up for success and grow your career with Whitbread. As you progress we will prepare you for an external assessment, known as an End-point Assessment (EPA) where you will demonstrate your competence, skills and knowledge learnt throughout your programme.

The EPA will take up to three months and includes:

PLANNING MEETING.

40 minute meeting with employer, training provider, apprentice and End-point Assessor.

ON-DEMAND TEST.

An online test over 90 minutes and 35 questions.

THREE MONTHS

BUSINESS PROJECT.

9,000-word business project focusing on an idea or opportunity that will improve the business.

PROFESSIONAL DISCUSSION.

A discussion over 90 minutes including 30 questions.



WHAT'S THE CRITERIA FOR THE PROGRAMME?

- You will need to be in a Salaried Management role
- Not hold a level 3 or 4 apprenticeship in a similar or related subject area (such as leadership and management)
- Have been a resident of the EU for the last three years
- You cannot currently be in full or part time education, or intend to return within the next 18 months

HOW IS IT DELIVERED?

- This programme is 18 months + 3 months End-point Assessment (EPA) and is delivered through a mix of webinars, workshops and structured self-study. You will also be supported by Lifetime Regional Trainer who will visit you at your site in between workshops
- You will have access to a wide range of supporting resources on the online learning platform
- Each apprenticeship is clearly mapped, so you know what is expected of you every week
- You will also do practice assessments every three months to make sure you are developing in line with your programme and are on track to pass your End-point Assessment (EPA)

WHAT ARE THE BENEFITS?



Gain the ability to demonstrate that you are a highly motivated leader



Gain empowerment and be equipped with increased skills, knowledge and behaviours



Accelerate your success in Leadership, Management within Whitbread

AND...

- Team Members on apprenticeships progress faster than colleagues who aren't, and go on to earn more over a longer career
- At the end of the programme you'll have a **nationally recognised** apprenticeship that will help you succeed in management and your career
- You'll improve your maths and English skills; if you do not already have these qualifications
- You'll attend quarterly Skills Day workshops where you'll gain new knowledge and have the chance to meet other apprentices on the programme
- As you are an existing team member, there is no change to your pre-existing employment terms and conditions

FAST FORWARD TO YOUR FUTURE.

Whitbread are launching the Operations Departmental Manager Level 5 apprenticeship programme later this year which will be available for our Hotel and General Managers. This programme develops on the learning from the Level 4 Programme and will grow our future Whitbread leaders.

HOW DO I APPLY?

Interested in applying for this programme? You can apply online [here](#) and a Lifetime Training Course Advisor will be in touch to complete your application.



in partnership with



whitbread@lifetimetraining.co.uk

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