

A guide to hospitality apprenticeships

*Pathways to a rewarding
career in hospitality*



Contents

Introduction.....	3
Why work in hospitality?.....	4
What does an apprenticeship offer?.....	8
What levels of apprenticeship are there?.....	9
Roles and responsibilities in an apprenticeship.....	10
Apprenticeship programmes.....	11
Apprentice stories.....	17
How to apply for an apprenticeship.....	25
Which companies offer apprenticeships?.....	26



Introduction



Are you looking to build a career in hospitality but not sure where to start? An apprenticeship could be the ideal option. It provides a viable alternative to college or university, and allows you to achieve a nationally recognised standard through a work-based training programme.

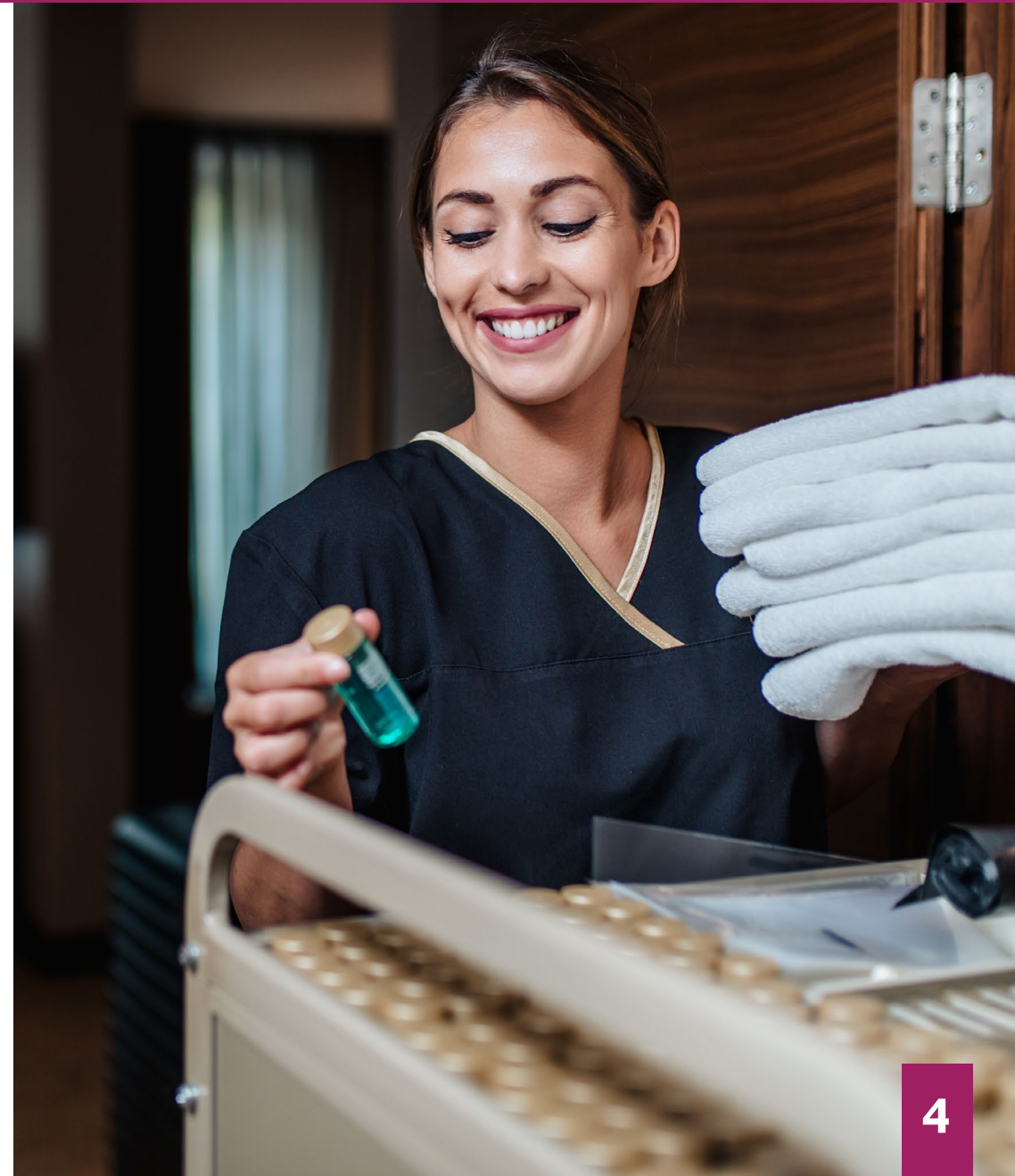
In this guide we'll tell you all you need to know about kicking off your career with an apprenticeship in hospitality and why its a great way to get ahead!

Why work in hospitality?

Whether you crave a fast-track management career, the opportunity to meet different people every day, or simply a fulfilling job that's lots of fun, the hospitality industry has it all.

If you love working with people, thrive on challenges and are looking for a career where no two days are the same, then hospitality and tourism is a fantastic choice!

This is an industry bursting with some of the most exciting and diverse career opportunities imaginable and there are many ways into hospitality, whether you've just left school or are changing career.



Opportunities on offer

Operations manager

Executive chef
Conference manager
Concierge supervisor
Events manager
Hotel manager
Pastry chef
Food and beverage supervisor
Housekeeper
Restaurant manager
Spa therapist
Reservations manager
Events supervisor
Spa manager
Guest relations manager
Café manager
Housekeeping supervisor
Hospitality outlet supervisor

Front office supervisor
Kitchen porter
Events coordinator
Chef
Sommelier

Wedding coordinator
Barista
Waiter/waitress
Bar person
Host/hostess

Porter
Receptionist

Bar supervisor
Commis chef

Food & beverage manager

3 reasons to consider a career in hospitality

1. Pay, perks & flexibility!

Rubbing shoulders with celebrities, luxurious hotel rooms and gourmet meals are just some of the perks those in the industry could enjoy. And along with a competitive salary, people that work in the industry can enjoy some of the best tips and bonuses.

If you're the type of individual that doesn't like being tied down by schedules, the industry is ideal for you. It's extremely flexible and involves a lot of variety so you do not have to be stuck with a 9-5 schedule.



2. Work hard and you'll be quickly rewarded

If you want to work your way to the top – and fast – hospitality is an ideal place to get started. Many managers start out in entry level positions and progress through on-the-job training and dedication.

There is such enormous scope within the industry that there's never any need for you to get stuck in one niche. In the space of a few years you could move between roles and beyond. Where else could you get that sort of variety?



3. You help create memorable experiences

Whether you're a concierge in a hotel, a kitchen porter working behind the scenes, or even if you're involved in the management of a hospitality business, every time you come into work you're making someone's day that little bit better. Your business is all about people. It's not about widgets or spreadsheets; it's about making people happy.



How others describe working in the industry

Passionate **Positive**
People orientated Challenging
Busy **Progressive** **Exciting**
Variety Lasting memories **Flexible hours**
Social environment **Diverse**
Rewarding **Fast paced**
Customer focused **Fun**
Aspirational **Fulfilling**
Active **Family**

What does an apprenticeship offer?



Earn while you learn:

Becoming an apprentice is a great solution. Apprenticeships offer work-based learning that allow you to achieve a nationally recognised standard and earn money.



Gain a nationally recognised qualification:

As well as gaining practical skills through real workplace experience, you'll gain a nationally recognised qualification.



Be supported:

Your employer or training provider will make sure you have support. Their job is to ensure that your training fits your requirements, gives you the skills needed and satisfies national standards.



Gain the skills businesses want:

Completing an apprenticeship will open a wealth of options. When you've finished you can carry on working, possibly get promoted or go on to higher education.

What levels of apprenticeship are there?

Level 2 Apprenticeships	Considered to be equivalent to 5 GCSE's grade A-C. In most cases they will take 12 months to complete.
Level 3 apprenticeships	Considered to be equivalent to 2 A Levels and will usually take 12-18 months to complete.
A higher level apprenticeship (level 4 or 5)	This is equivalent of a foundation degree and will usually take 18-36 months to complete.

Roles & responsibilities in an apprenticeship

Apprentice

- As employees, apprentices are subject to their employer's standard terms and conditions of employment
- Comply with company policies & procedures
- Adhere to health & safety regulations
- Follow the instruction and direction provided by your mentor
- Raise any issues or concerns with line management



Training Provider

- Design and deliver a course to meet the qualification framework
- Adopt a flexible approach by taking account of the apprentice's individual needs and experience
- Liaise with the employer on the content and practical activities in the apprentice's individual learning plan
- Provide apprentices with access to the same facilities as any other student
- Undertake apprentice assessments in conjunction with their employer



Employers

- Select candidates by a fair & equitable process, based on their attributes and training potential.
- Establish a structured but flexible apprenticeship within a supportive environment
- Provide apprentices with suitable opportunities to support their learning and skills acquisition
- Assign a mentor who is readily accessible to the apprentice
- Communicate regularly with the training provider to ensure the course content and practical activities assist the apprentice to achieve their learning objectives



Level 2 hospitality team member apprenticeship



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.

In this apprenticeship you will learn fantastic ‘hospitality’ skills and knowledge. These include recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team.

This apprenticeship will allow you to choose one of two pathways, which also split into further trainee specialist functions

1. food and beverage operations: food and beverage, events, licensed retail, food production, barista
2. accommodation operations: front office, housekeeping, concierge/guest services.

Level 2 commis chef apprenticeship

A commis chef is the most common starting position in many kitchens and in principal the most junior culinary role. A commis chef prepares food and carries out basic cooking tasks under the supervision of a more senior chef.

During this apprenticeship journey you will learn and understand how to carry out the basic functions in every section of the kitchen. Therefore, having the opportunity to experience, consider and value each section with a view to choosing an area where they feel most inspired.

The learning journey of any chef will vary considerably from one individual to the next, however, it is necessary to understand and have experience in the basics that this role provides in order to progress to any future senior chef role.



Level 3 chef de partie apprenticeship



A professional section chef (chef de partie) is responsible for running a specific section of the kitchen. This type of chef usually manages a small team of workers, which they must keep organised so that dishes go out on time and the work area remains clean and orderly. However, in smaller kitchens a section chef may work independently as the only person in their section.

This apprenticeship is aimed at individuals who have a basic understanding of the hospitality and catering industry, who want to progress and expand that knowledge further. This apprenticeship will be flexible and hands on so that you can develop the skills and knowledge you need to succeed in this exciting and expanding sector.

Level 3 hospitality supervisor apprenticeship

Hospitality supervisors work across a wide variety of businesses including bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. They provide vital support to management teams and are capable of independently supervising hospitality services and running shifts.

This apprenticeship provides the knowledge, skills and behaviours a hospitality supervisor needs to appreciate the breadth and depth of the industry, as well as core competencies which apply to all areas. To recognise this multi skilled industry, two pathways have been developed for apprentices of which they will select one and in addition they will then select one specialist function within the pathway – the opportunity to take a general role and really extend the knowledge, skills and behaviours required to become a professional in the industry.



Higher level apprenticeship in culinary arts



This foundation degree apprenticeship will support and prepare you for a leadership role in the culinary, hospitality and food industries. The course content will develop professional culinary skills and techniques while broadening your knowledge and understanding of how it is to work in a modern ethical kitchen environment.

You will develop your culinary skills and theoretical knowledge to prepare you to succeed in a variety of positions in this fast-growing, ever-changing culinary arts profession. This Level 5 programme combines both real world learning from within the workplace with theoretical study.

Higher level apprenticeship in hospitality management

This foundation degree apprenticeship will provide a fully funded career development pathway, enabling new or existing staff to advance into supervisory/operational management positions within the hospitality industry. It delivers both skills development and knowledge enhancement using a blended learning and mentor-based approach with the hospitality industry.

You will benefit from learning and development in core skills such as human resource management, marketing and entrepreneurship, food and beverage operations, food and beverage management, facility operations, events operations, management in action.



Apprentice stories

Saoirse Brown, Chef Galgorm Collection



“

After leaving secondary school I made the decision to apply for the professional cookery apprenticeship because I have always had a passion for catering. I always knew I wanted to work in a place such as Galgorm amongst highly remarkable chefs whilst gaining skills, knowledge, a qualification and an income. The role gave me the opportunity to work in different kitchen environments. It involved a variety of learning experiences, from prep work right through to running my own part of the kitchen.

I enjoy learning new skills as well as meeting and gaining knowledge on how chefs work around in their own kitchen.

I highly recommend applying for an apprenticeship, it's very rewarding and satisfactory. It's a once in a lifetime opportunity for any young chefs. Going into this environment will be challenging at times but it is worth all the effort you put into it, everyone works as a team and the other chefs are always willing to help and show off their skills.

”

Parents view:

“

I believe that Saoirse completing an apprenticeship was the best decision she ever made for her career. Her confidence has grown leaps and bounds and the knowledge and skills learned from working at Galgorm has really boosted her confidence. She has become more independent with and by “earning as learning” it has developed her money management. - **Geraldine Brown**

”

Apprentice stories

**Gavin Magee, Bar Supervisor
McKeever Group**



“

My typical day can involve anything - from cleaning, staff training, making sure all guests are satisfied and even making and tasting cocktails! No two days are the same! The sense of achievement and pride in making a customer's day by exceeding expectations has to be the most rewarding - nothing beats bringing a smile to people.

McKeever Group encouraged me to undertake a level 2 and level 3 apprenticeship, through which I was able to take the position of Supervisor. I'm now doing the higher level apprenticeship to advance further. I believe job prospects are great - we are getting better and going further to meet and exceed customer expectations whilst the customer themselves is more willing to travel for options.

To anyone considering an apprenticeship, I'd say go for it! Even if you're not sure of your final destination, the experience and skills you learn set you up in any industry.

”

Apprentice stories



Kayode Ajala, Food and Beverage Team Member, Andras Hotels



Having undertaken an apprenticeship, I've had the opportunity to learn a lot more about the hospitality business and my role as food and beverage team member, broadening my knowledge about food safety, manual handling and a sustainable environment.

My role as food and beverage team member includes hosting guests in a friendly and welcoming manner for their breakfast, lunch and dinner. I prepare the hotel lobby and bar, always making sure it's clean and ready for guests, serve beverages, and always ensure a high standard of hygiene.

What I enjoy most in my role is welcoming guests with a bright and sparkling smile and having a nice chat with them whilst answering to their various needs.

I consider myself as a very ambitious individual, I don't like being too comfortable in one position. I'm keen to use the experience I've gained to move into a supervisory role and subsequently a managerial role.

I advise anyone that hasn't done an apprenticeship to get to started. There's so much learn!



Apprentice stories



Martina Gardin, Food and Beverage Supervisor, Andras Hotels

“

I have thoroughly enjoyed my apprenticeship. It has been an amazing experience to gain the knowledge and a formal accreditation. I enjoyed the materials used in the modules and the delivery of these has been great also.

I would highly recommend an apprenticeship to anyone wanting to develop and further their knowledge. It's a great pathway for personal and professional development. I believe that once I've completed the course, it will give me more confidence in my role, and I will continue to use the knowledge gained in my day-to-day job. I am keen and excited to continue with the next stage!

”

Apprentice stories



Sanita Kalniete, Food and Beverage Leader, Andras Hotels



I really enjoyed my level 2 apprenticeship; it helped me in my role as food & beverage team member and gave me the confidence to apply for the position of food & beverage team leader.

Since my promotion I've progressed onto a level 3 apprenticeship and I feel more accomplished and knowledgeable already, especially in more complex tasks including the supervision and management of people.

I think anyone considering a future in hospitality should do an apprenticeship as it will give them the tools they need to progress with a more rounded knowledge of the industry. Even though I've worked in hospitality for many years the programme has increased my confidence and I'm looking forward to continuing the training!



Apprentice stories



**Caolan McChrystal, Chef
Bishops Gate Hotel**

“

I started working in Bishops Gate when I was student at secondary school in the front of house as well as a trainee kitchen porter and enjoyed it and developed an interest for food.

When our Head Chef Paul asked would I be interested in an Apprentice Chef program that would give me a qualification I was excited about the opportunity. While Covid has interrupted a little I have really enjoyed the opportunity and the experience I have gained.

”

Apprentice stories



**Dylan, Sous Chef
James St Restaurant**

“

This young man has been here for a while, and where would we be without him! Dylan started with us in 2017 via our apprenticeship programme in collaboration with at Belfast met. Fast forward a few years Dylan is now a talented full-time sous chef at James St under the guidance of executive head chef Ryan Stringer. He is bursting with passion, enthusiasm and craic and is currently getting training in leadership and management for growth in a role as sous chef. We know we are so lucky to have him.

– James St Restaurant

”

Apprentice stories



Aaron, Head Chef Waterman Restaurant



Aaron joined our team as our first apprentice in 2012, at the time he gave us the confidence to run our apprenticeship program and we recruited and trained 8 chefs in 2014 and continue to do so today. During Aaron's apprenticeship he explored The Bar & Grill kitchen AS well as James St South where he then stayed and trained under former head chef Dave Gilmore. Aaron was later appointed head chef at Hadskis, where he learned a lot and got a good grounding in running a kitchen. This year we opened a new restaurant in Belfast's cathedral quarter 'Waterman Restaurant' where we appointed Aaron as the head chef. Aaron is an asset to our company and a talented chef oozing with enthusiasm for the hospitality industry.

- **Waterman Restaurant**



How to apply for an apprenticeship



An apprenticeship is like a job, but with training included. This means you apply directly to a company.

On the next few pages, you'll find details of local companies that offer apprenticeships in hospitality, along with their contact details. We recommend you visit their websites to explore the opportunities on offer.

If you don't see any apprenticeship vacancies listed, try making speculative applications to companies you'd like to work for. You'll demonstrate that you're driven, confident and have researched the organisation.

Which companies offer apprenticeships?

Andras Hotels



Andras Hotels are Belfast's largest hotel group, approaching 1000 bedrooms in seven properties across the city. We have a range of brands from budget, to mid-market and luxury as well as serviced apartments and extensive conference facilities, giving us an unrivalled offering to suit any requirements. We are a family run business, working closely with 3 globally recognised hotel brands, IHG, Accor and Hilton to deliver a great product, with great service and modern facilities.

contact details

www.andrashouse.co.uk

Jacqueline.Canning@andrashouse.co.uk

Bishops Gate Hotel Derry



The exquisite grade B1 listed Bishop's Gate Hotel is a luxury boutique hotel located in the heart of the 17th century walled city of Derry, an ideal base to explore the city and the North West.

An iconic landmark with a unique history, the hotel is an intimate urban oasis featuring 31 luxurious guestrooms, fitness area, The Wig and Gown Champagne Bar and Restaurant and the Hervey Library.

Since opening in 2016 Bishop's Gate Hotel has received a wave of industry accolades including Tripadvisor's Travellers Choice Award as No 6 in the UK's top 25 rated hotels, AA Hotel of the Year (NI) 2018/2019 and Tourism NI's 'Best Hotel Stay 2019'.

contact details

www.bishopsgatehotelderry.com

hr@bishopsgatehotelderry.com

Which companies offer apprenticeships?

Cassidy Hospitality



We currently operate the following businesses within the hospitality sector.

- Westville Hotel (28 bedroom boutique hotel with bar, restaurant & function room.)
- The Firehouse Bar & Grill (Bar & Restaurant)
- The Crowes Nest (Bar & Restaurant)
- Industry Nightclub (Nightclub)
- Carrybridge Hotel & Marina (Bar & Restaurant)
- Gourmet Bros & Gourmet Grocer (Ready meals production)

Over all the businesses we employ approx. 180 full-time and part-time staff. We are situated in Enniskillen, Co. Fermanagh and attract guests locally, from ROI, NI & further afield. Our main focus is on customer service and the customers experience, our missions statement “Our service equals the quality of our service” is incorporated in all aspects of how we train our employees.

contact details

www.westvillehotel.com | generalmanager@westvillehotel.com

www.firehouse.org | generalmanager@thefirehouse.org.uk

www.crowesnest.pub | generalmanager@crowesnest.pub

www.carrybridgehotelmarna.com | manager@carrybridgehotelmarna.com

Which companies offer apprenticeships?

Canal Court Hotel & Spa



We are a family run city centre hotel celebrating our 25th birthday in 2023. The Canal Court Hotel & Spa is a wonderful location to further your career in hospitality. Every day is different.

We cater for functions of 500+ guests as well as intimate family gatherings and special occasions. CC Spa and CC Leisure Centre are hubs of the local community.

The Old Mill Restaurant and Granary Bar look to the future while recollecting the buildings heritage as a former mill. Why not join our team and look to the future with us.

contact details

www.canalcourthotel.com

manager@canalcourthotel.com

Fitzwilliam Hotel



The Fitzwilliam Hotel offers five-star fabulousness in the very heart of Belfast city centre.

Awarded Five Stars by the AA, the hotel is a super-elegant masterpiece.

146 fabulous guestrooms and suites, incredible food, a much-loved bar and the best service you've ever experienced: A new definition of boutique hotel.

We pride ourselves as having the friendliest welcome in the city and can host private dining, cocktail masterclasses, murder mystery events, business meetings, and special events.

contact details

www.fitzwilliamhotelbelfast.com

hr@fitzwilliamhotelbelfast.com

Which companies offer apprenticeships?

Galgorm Collection



Galgorm Collection is a luxury hospitality group, owning and operating an award-winning resort, hotels, and several restaurants in Northern Ireland. We are a family-inspired business, with broad aspirations and a strong sense of purpose.

Galgorm is the flagship property within The Collection, purchased by the Hill Family in 1991. Over the last 30 years the Resort has undergone a £60million investment program comprising of luxury rooms and lodging accommodation, 4 restaurants and the famed Thermal Spa Village.

In 2019 we purchased the Templeton in Templepatrick and invested £10 million following a rebrand to The Rabbit Hotel & Retreat.

The latest addition to The Collection is the Old Inn, Crawfordsburn which was purchased in a multi-million-pound deal in April 2021.

In Belfast, we also operate Fratelli, an Italian Restaurant on Great Victoria Street and Parisien in the iconic Robinson & Cleaver building overlooking the City Hall on Donegall Square.

contact details

www.galgorm.com/meet-the-family.html

jo.honeywood@galgorm.com

Which companies offer apprenticeships?

Hastings Hotels



Hastings Hotels, Northern Ireland's award winning, premier hotel group is seeking motivated and enthusiastic individuals who are looking to advance their personal and professional development within the hospitality industry.

Consisting of six luxurious hotels, each set in key locations across Northern Ireland, the group offers an impressive choice of venues, from city based hotels to those that are located amidst breath-taking scenery.

Be a part of the Hastings family with over 800 employees, where you can play your part to deliver excellent customer service.

contact details

www.hastingshotels.com

rnagra@hastingshotels.com

McKeever Hotels



McKEEVER
HOTELS

Employer of the Year for 2022, McKeever Hotels is a family run business with 5 hotels across NI & Donegal.

We focus on our people with continuous development from NVQs through to university degrees. Our aim is to provide a positive workplace for all our team by looking after our people's work life balance with perks such as high street discounts and well-being incentives.

From Newtownabbey to Donegal, the opportunities are endless. We Do More, from our Rosette Restaurant to our sustainability practices, right down to our award-winning gardens. See what McKeever Hotels can do for you.

contact details

www.mckeeverhotels.com

martin@mckeeverhotels.com

Which companies offer apprenticeships?

Millbrook Lodge Hotel



Family run hotel in the heart of County Down, just 20 minutes from the majestic Mourne Mountains, and 25 minutes from Belfast. Millbrook Lodge is the perfect country retreat. Built in the 1800's, Millbrook Lodge, is a long established country hotel offering warm welcoming hospitality. We offer 16 comfortable, bright bedrooms, an award winning restaurant, the Orangerie, two grand ballrooms, private dining or conference/ meeting rooms and 10 acres of beautiful gardens.

contact details

www.millbrooklodge.co.uk

restaurant@millbrooklodge.co.uk

Waterman House

Waterman House

New restaurant with event space and cookery school located on bustling Hill Street from Niall Mckenna and his team. A no frills dining experience serving daily specials from the best locally sourced suppliers, showing great care and technique in cooking.

contact details

Waterman.house

dine@waterman.house

Apprenticeships on offer with featured companies

	Level 2 Commis Chef	Level 2 Hospitality team member	Level 3 Chef de partie	Level 3 Hospitality supervisor	Higher level Apprenticeship in Culinary Arts	Higher level Apprenticeship in Hospitality Management
Hastings Hotels	✓	✓	✓	✓	✓	✓
Fitzwilliam Hotel	✓	✓	✓	✓	✓	✓
Cassidy Hospitality Group	✓	✓	✓	✓	✓	✓
McKeever Hotels	✓	✓	✓	✓	✓	✓
Millbrook lodge hotel				✓		
Andras Hotels	✓	✓	✓	✓	✓	

Apprenticeships on offer with featured companies

	Level 2 Commis Chef	Level 2 Hospitality team member	Level 3 Chef de partie	Level 3 Hospitality supervisor	Higher level Apprenticeship in Culinary Arts	Higher level Apprenticeship in Hospitality Management
Galgorm Collection	✓	✓	✓	✓		✓
Waterman House	✓	✓	✓	✓	✓	✓
Bishops Gate Hotel	✓		✓	✓		✓
Canal Court Hotel	✓	✓	✓	✓	✓	✓

A number of businesses also offer other structured training and development programmes with similar benefits to an apprenticeship such as Galgorm Collection who offer a scholarship in Level 3 CIBTAC in Spa Therapy, Level 3 City & Guilds Professional Bartending (Cocktails) and FDQ Level 2 Diploma in Professional Chef (Northern Ireland). Contact each business directly to find out more.

The logo for 'hats' features the word in a lowercase, rounded, sans-serif font. The letters are colored as follows: 'h' is maroon, 'a' is lime green, 't' is teal, and 's' is dark blue.

HOSPITALITY AND TOURISM SKILLS



www.hatsnetwork.co.uk
Info@hatsnetwork.co.uk