



# Hospitality Apprenticeship

**NORTH EAST 2020**

Take the first steps into a career  
with global potential



Hospitality Apprenticeship North East  
is delivered by



The project is supported financially by the  
participating hotels and also by





Hospitality  
Apprenticeship  
NORTH EAST 2020

# Join a world class team

Hospitality makes for a colourful career, one packed with variety and the opportunity to meet, host and interact with people from all walks and corners of life. The Hospitality Apprenticeship North East provides a paid route into this vibrant work sector which can have endless global opportunities.

We're recruiting a new generation of hospitality apprentices for 2020 now - team workers, bright minds and personable individuals who will become the industry's future, delivering the exceptional hospitality for which our region, Aberdeen City and Shire, is famed. The 2020 intake of apprentices will begin in September 2020.

This is a paid apprenticeship – where our partner hotels have committed to pay the apprentices the national minimum wage rather than the lower apprentice rate for the duration of the 18-month apprenticeship.

Complete the apprenticeship and the Hospitality Apprenticeship North East students receive an SVQ level 5.

Hospitality Apprenticeship North East offers a defined career development route for young people who choose the hospitality sector, preparing them for leadership roles.

The apprenticeship is designed to inspire, nurture and develop young people to give them the opportunity to shine by equipping them with a recognised qualification and skills for life that will help them shine in the vibrant hospitality sector. It's a scheme designed by local hospitality professionals for the next generation of local hospitality professionals.

**Come and join us**



Apply now for 2020 intake • [hane@trainingmatters.com](mailto:hane@trainingmatters.com)



# Who can join the Apprenticeship Scheme?



People already working in the sector, as well as new entrants, are welcome to apply. The scheme is also open to school leavers. Work trials with the chosen employer, before commencing the apprenticeship, are encouraged.

No formal qualifications are necessary. Apprentices must be under the age of 25 when they start.

Each participating hotel has a workplace assessor to support the apprentices within their property. The formal training is delivered by Hospitality Apprenticeship North East partner Training Matters

## Wages

Most apprenticeship schemes pay the apprentice rate – which until April 2021 is £4.15.

However, apprentices on the Hospitality Apprenticeship North East scheme will be paid a minimum of the national minimum wage for their age, which between September 2020 and March 2021 is:

**Under 18    £4.55**

**18 to 20    £6.45**

**21 to 24    £8.20**

These rates are reviewed annually by the government.

## Participating Hotels 2020

**The Chester Hotel**

**Jurys Inn**

**Douneside**

**The Fife Arms**

**Meldrum House Hotel**

**Maryculter House**

**Marcliffe Hotel and Spa**

**Banchory Lodge**

**With more to follow ...**

You apply for the scheme by emailing [hane@trainingmatters.com](mailto:hane@trainingmatters.com) and you can request to be considered by individual hotels.

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# The Apprenticeship Course

In the 18 months of the fully accredited SVQ level 5 apprenticeship, students will mix real life on the job training with core course content delivered through masterclasses and other learning methods.

Each day will be varied, with lots of relevant work experience. You'll put learning into practice and find out exactly what it's like to deliver the different services that come under the umbrella of hospitality, see how they interlink and appreciate how they are all relevant to delivering an exceptional customer experience.

The course runs over 18 months with an option to undertake an additional six-month project on conclusion.



## Here's what to expect:

- One day induction
- Sector specific learning in housekeeping, food and beverage service, kitchen and reception.
- Experience in at least two departments in year one, to suit the needs of apprentice and employer
- Statutory training including food safety, licencing and health and safety
- Engaging 'Learning Bites' to enhance learning throughout – in 2019 such sessions included how to become a barista with Caber Coffee and a visit to Fishers Laundry in Cupar to see how a commercial laundry operates
- Visits to tourist venues to increase knowledge for guest support
- E-learning opportunities
- Opportunity to attend the Hospitality Industry Trust (HIT) Emerging Talent conference in Glasgow
- Skill sharing from experienced leaders in the hospitality sector – in 2019 the Hospitality North East Apprentices met Saturday Kitchen celebrity chef Glynn Purnell and had the chance to hear about, and to quiz him on, his career path
- Use of appropriate technology, with eportfolios for all apprentices
- Meta skills to prepare apprentices to become a valued part of the workforce





# The Course Rotations

## Kitchen – 20 week rotation

There are plenty new skills on the menu for you on your kitchen placement.

You'll learn about the importance of food safety and the legislation surrounding this important area for all hospitality businesses.

There will be a wide range of key skills to be learned during your on the job training. You'll also have the chance to prepare basic food and carry out cooking tasks under supervision and present food ready for serving – giving you the chance to develop your team working skills and multitasking. You'll learn about and experience every section of the kitchen allowing you to see which areas inspire you.

## Future Career Opportunities In This Department

Apprentices who enjoy the buzz of being in the kitchen may have future roles as:

- Commis chef – helping in all areas of the kitchen and preparing food - usually training to become a chef
- Sous chef – directly involved in making dishes and supervising other staff
- Pastry chef – prepares cakes, desserts and pastries; developing and producing afternoon teas

- Kitchen porter – keeping the kitchen neat and clean, washing up and handling stores
- Development chef – working to produce new dishes, menus and products
- Head chef – leading the kitchen and responsible for all food production from menu planning to budgeting for staff costs, costing dishes, purchasing raw ingredients, managing staff and hygiene standards

With further experience and qualifications, you may also be able to move in to different sectors working in restaurants, hospitals, schools and colleges, cruise ships and outside caterers or take the route in to hotel management.





# The Course Rotations

## Reception – 20 week rotation

You'll be in the front line during your experience in the reception department. Friendly, welcoming front desk staff from receptionists to concierges give guests their first face to face contact with a hotel. Time in this department will show you the importance of being neat and professional in your appearance and will test your problem-solving skills. You'll have to think on your feet and remain calm under pressure to offer solutions to issues as they arise.

Working in this department you'll have the chance to develop your organisational skills and to understand the importance of a detail driven approach. It may often feel like you are spinning plates to greet guests, answer phones and process payments at the same time – while keeping a friendly smile.



Reception is often the area of a hotel which is most technologically advanced and you'll develop your systems literacy dealing with property management software and key cutting systems.

## Future Career Opportunities In This Department

For those who enjoy front line interaction with guests the future opportunities in this department include

- Receptionist – helps guest to check in, answers all guest queries, assists with reservations, prepares guest bills and answers the phone
- Porter – delivering luggage to guest rooms and helps to set up different areas of the hotel for events
- Night porter – covers the reception desk at night and is responsible for the hotel during these hours
- Head Receptionist – responsible for reservations and managing the reception team
- Concierge – assisting guests with any bookings for restaurants, theatre, trips etc during their stay

With further experience and qualifications, you may also be able to move in to the events, sales, HR, marketing or accounts departments and eventually to a hotel manager role.





# The Course Rotations

## Food and Beverage – 20 week rotation

The functions of the food and beverage department in a hotel can be very varied and can include experience in the bar, restaurant and function rooms. It's a department which has plenty career progression and opportunities to take on more responsibility.

You'll learn how a restaurant or bar runs and experience the importance of food and drink to the guest experience. You'll also develop your organisational and leadership skills along with your communication skills. You'll also gain an understanding of the importance of food safety and standards.

Food and Beverage is an ever-evolving department constantly looking for new trends in guest requirements – from breakfast to night caps.

## Future Career Opportunities In This Department

If the food and drink rotation gives you an appetite for a future in this department you could be considering:

- Waiter – serves guests food and drink and is responsible for guest satisfaction
- Restaurant Manager – takes bookings, manages staff including creation of work rotas and is responsible for all areas of the front of house restaurant

- Bartender – mixes and serves drinks to guests or for waiting staff to take to guests
- Cocktail waiter – suggests drinks, advises on ingredients, mixes cocktails and develops new cocktails
- Sommelier – highly knowledgeable about the whole drinks offering and expert in wines

With further experience and qualifications, you may also be able to move into the events, sales, HR, marketing or accounts departments and eventually to a hotel manager role.



# The Course Rotations

## Housekeeping – 12 week rotation

Housekeeping is about so much more than the cleaning of guest rooms. Time spent in the housekeeping department will show you the skills required to ensure guest satisfaction and the smooth running of the hotel. In most surveys about the importance of different elements of the guest experience in a hotel, room cleanliness and comfort continually rank highly. Whether a budget or a five-star hotel, housekeeping is key to meeting and exceeding guest expectations.

Housekeeping requires organisation skills, the ability to communicate well with guests and staff and excellent customer care.

A career in housekeeping develops your administration, budgeting and supervisory skills and there are opportunities for promotion in a career which can involve being a key part of the management team

Your apprenticeship will give you 12 weeks in your hotel's housekeeping department.

## Future Career Opportunities In This Department

Your future career opportunities here include

- Head Housekeeper – responsible for maintaining the hotel's standards and managing team of housekeepers
- Housekeeper – cleaning rooms to high standard and replenishing consumable items
- Maintenance – repairing and replacing damaged fixtures and fittings and maintaining the appearance of the hotel

With further experience and qualifications, you may also be able to move into the events, sales, HR, marketing or accounts departments and eventually to a hotel manager role.





# Where can a career in hospitality take you?

## **Alison Christie**

REGIONAL MANAGER, JURYS INNS

Alison went to the then Aberdeen Technical College after school and spent several months during that time training at the Skean Dhu Airport hotel. On finishing her college course she joined the Skean Dhu group working at the hotel in Altens initially as a head waitress and within a six month period she moved into management. Her career came full circle when she became later become general manager of the Skean Dhu airport hotel when it was a Thistle Hotel and she now has the same hotel within her portfolio of five Scottish hotels in its new incarnation as Jurys Inn Aberdeen Airport hotel.



## **Federica Bertolini**

GENERAL MANAGER, FIFE ARMS

Federica left Italy in 1997 with her husband, with all their belongings in the car, with a romantic idea about living in Aberdeen. They ended up in Edinburgh, and Federica fell in love with The Balmoral Hotel's revolving doors and was lucky to get a job as a receptionist. In spite of two rejections from HR, based on her previous experience, she was granted an interview by a forward-thinking manager. With Rocco Forte Hotels she then worked in Edinburgh, Rome and Cornwall going from large 5 star properties to a small hotel by the coast, owned independently by Sir Rocco's sister. After 12 years Federica was lucky to be chosen by owners Iwan and Manuela to take part in the refurbishment and relaunch of The Fife Arms in Braemar.

## **Jean Rylie**

EXECUTIVE HEAD HOUSEKEEPER, JURYS INN, ABERDEEN AIRPORT

Jean was crowned Tourism and Hospitality Hero in the 2017 Thistle Awards -the tourism equivalent of the Oscars. Jean's career in housekeeping has spanned more than 40 years in the same hotel. And Jean is not the only long served housekeeper in the team, as she has an enviably high retention rate in her department with other colleagues having twenty years and more service.



# Where can a career in hospitality take you?

## Stephen Gow

GENERAL MANAGER,  
THE CHESTER HOTEL AND THE CHESTER RESIDENCE

Stephen began his career as an apprentice himself and has since worked across Scotland and the UK managing hotels. His role as a general manager for Thistle Hotels took him the chain's London HQ for four years where he was responsible for multi-million pound budgets which included reviewing the hotels' housekeeping contracts. Following this he spent a couple of years in Hawaii managing an island estate, where amongst many unusual tasks, he organised his first (and possibly last!) rodeo, before returning to Aberdeen to manage The Chester Hotel in the city and The Chester Residence in Edinburgh.



## Joanne Taylor

CONFERENCE AND BANQUETING MANAGER,  
THE CHESTER HOTEL

Joanne went to RGU after leaving school in 2010 and headed into the world of hospitality, not fully aware of the amazing adventure she was embarking on. Whilst enjoying studying, it was the skills she learned through hands on training in the industry she found invaluable. Starting her career as a waitress before heading off for work experience, she spent a year working in the USA at both an exclusive large resort in the Florida Keys and a small private country club in New York.

It was during this time she realised these career skills she was building could take her to a job anywhere in the world. On completion of her studies Joanne joined a graduate programme at The Chester Hotel in Aberdeen. After just two years she found herself taking on the responsibility of managing a large team and running one of the largest departments in the hotel as Conference and Banqueting Manager at the age of 24. Joanne still feels a sense of excitement every day to see where her career takes her in the years to come.

