



Hospitality Apprenticeship

NORTH EAST

**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



Join a world class team



Fun, rewarding, and full of opportunity, hospitality is a career like no other. And, with Hospitality Apprenticeship North East you can have a paid route into this vibrant sector and the endless opportunities it can offer.

All our Hospitality Apprenticeship North East apprentices will be awarded an SVQ level 5 on successful completion of the programme. The scheme also gives our apprentices the time and opportunity to develop the skills and experience they need for a rewarding lifelong career.

This is a paid 18-month apprenticeship created by local hospitality professionals for the next generation of hospitality leaders. Full details of the date for the next intake and the current pay rates can be found on our [website](#).

There's never been a better time to consider a career in the hospitality industry. Come and join us – and be part of an exciting future.



Apply now for 2022 intake
hane@trainingmatters.com

Three reasons for a career in hospitality

1. Work with like-minded people

Enjoy the buzz of working within a talented team, meet people from around the world and make friends for life

2. Discover more about yourself

Working within the fast-paced, dynamic hospitality environment, you'll learn just what you are capable of

3. A world of career opportunities

With the chance to work around the globe, the world's your oyster with a career in the hospitality sector!

A photograph of a young woman with red hair tied back, wearing a white long-sleeved shirt and a black apron. She is holding two silver serving dishes with both hands. She is standing in front of a large, modern glass dome structure. In the background, there is a large stone building with multiple windows and a blue sky with some clouds.

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Who can join the Apprenticeship Scheme?



If you have the enthusiasm and drive for a rewarding career in the hospitality industry, we'd love to hear from you.

Hospitality Apprenticeship North East is open to both people already working in the sector and those new to the hospitality industry. School leavers are also encouraged to apply.

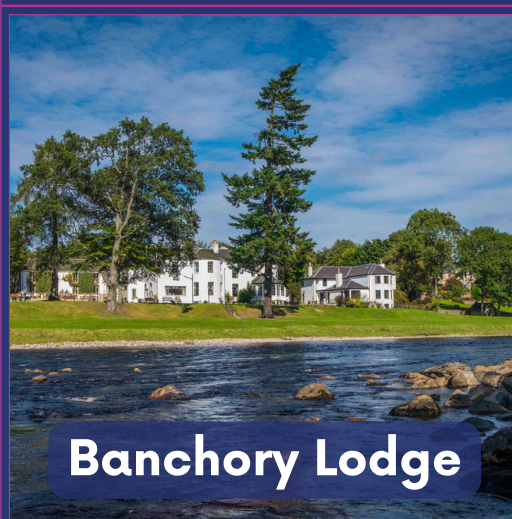
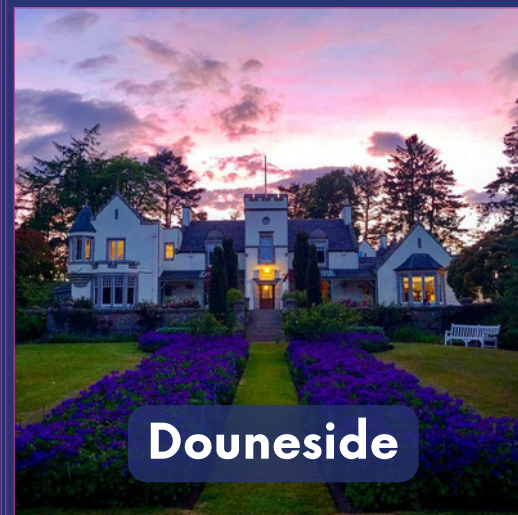
All apprentices must be between the age of 16 and under the age of 25 when they start.

Formal qualifications are not necessary for our hospitality apprenticeship scheme. However, work trials with the chosen employer are encouraged before commencing on the apprenticeship.

All formal training will be delivered by our training partner, Training Matters.

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Participating Hotels



Each of our participating hotels has a workplace assessor on-site to support their apprentices during the 18-month programme.

The Apprenticeship Course

During our fully accredited SVQ level 5 apprenticeship, students will mix on the job training with core course content delivered through engaging masterclasses and other learning methods.

Every day will be varied to ensure you get lots of relevant work experience. You'll put all your learning into practice and experience exactly what it's like to deliver the different services that come under the umbrella of hospitality. You will also discover how these services interlink and what is required to deliver an exceptional customer experience.

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



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Here's a snapshot what you can expect as a participant:



- One day induction
- Sector specific learning in housekeeping, food, and beverage service, kitchen and reception
- Experience in at least two departments in year one, designed to suit the needs of apprentice and employer
- Statutory training including food safety, licencing and health and safety
- Engaging 'Learning Bites' to enhance your learning and development throughout
- 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
- Masterclasses - skill sharing and dynamic learning from experienced leaders in the hospitality sector
- Use of appropriate technology, with eportfolios for all apprentices
- Meta skills such as problem solving, effective team work and communication to prepare apprentices to become a valued part of the workforce

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The Course Rotations

There are plenty of new skills on the menu during your different course rotations



Kitchen – 20 week rotation

During this rotation you will experience every section of the kitchen, enabling you to decide which areas inspire you.

What you will learn

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

There will also be a wide range of key skills to hone during your on-the-job training, including the chance to prepare basic food and carry out cooking tasks under supervision. You will also present food ready for serving – giving you the chance to develop your team working skills and multitasking.



Future Career Opportunities In This Department

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

- **Commis chef** – helping in all areas of the kitchen and preparing food - often 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** – producing 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 hospitality front line with this rotation as all front desk staff give guests their first face-to-face experience of a hotel.

What you will learn

Time in this department will show you the importance of being neat and professional as well as test your problem-solving skills. You'll have to think on your feet, remain calm and friendly under pressure and resolve issues as they arise.

You will also have the chance to develop your organisational skills in a fast-paced environment, where multi-tasking abilities are key to making all your guests feel welcome.

Reception is often the area of a hotel which is most technologically advanced, and so you'll develop your knowledge of systems such as 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** – guest check-ins, 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

Working across a hotel's bar, restaurant and function rooms, this rotation offers plenty of variety and opportunities.

What you will learn

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, leadership and communication skills as well as gain an understanding of the importance of food safety and standards.



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; it is at the heart of the guest experience. So, whether it's a budget or a five-star hotel, housekeeping is about meeting and exceeding guest expectations.

What you will learn

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

Time spent in the housekeeping department will show you the skills required to ensure guest satisfaction and the smooth running of the hotel. This rotation will focus on your organisation and communication skills to ensure 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

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.

Apprentices' Stories



Amy Blair

DOUNESIDE HOUSE

"Although I am a bubbly person, I don't always like change, so it was a big step for me to move into Douneside. But everyone was so welcoming, and the team became like a surrogate family; I feel lucky to have been chosen to do the apprenticeship."

"When I first read about the HANE apprenticeship, the things that stood out for me were the rotations and the chance to try out more things rather than stay in one section. You get four months in each department, and I have learnt so much."



Hannah Kerridge

JURYS INN ABERDEEN AIRPORT

"I was 24 and had been wanting to get back into hospitality for a while but was unsure how. When I heard about the apprenticeship at Jury's Inn, it seemed the right choice to make. In fact, in many ways, the apprenticeship chose me as I thought I was too old. But that was not the case."

"I started at Jury's Inn Aberdeen Airport in 2019 and finished my apprenticeship in August 2021. I am currently food and beverage supervisor and step in as duty manager when needed."

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Apprentices' Stories



Rosa Jackson

JURYS INN UNION SQUARE ABERDEEN

"I started working in hospitality when I was 14, working as a waitress in a café until I left school. I did consider going to university but deep down I was looking for a different experience. It was only when I was helping a friend to look for another apprenticeship that I saw you could also do one in hospitality and knew it was what I wanted to do. My whole family can now see just how happy I am at Jurys Inn Union Square and that I am getting the best of both worlds. You are getting an education but also getting the skills and working at the same time. And with the work schedule, the masterclasses, and the learning bites, the opportunities on this apprenticeship are amazing."



Anthony McKillop

DOUNESIDE HOUSE

"I was 16 when I started at Douneside. I took up the apprenticeship straight out of school, and when I first started, I was quiet and shy. But moving around the departments and working with so many different guests, I have come out of my shell and am really enjoying myself. I never thought I could be this confident."

"The masterclasses have been one of the best things, and even with Covid, they were taken online, so I didn't miss out. I have also had the opportunity to present back to the next year's apprenticeship intake. It made me realise how far I have come."

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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.

Joanne Taylor

CONFERENCE & 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.

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Where can a career in hospitality take you?



Jean Ryrie

**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.



Stephen Gow

**GENERAL MANAGER,
THE CHESTER HOTEL**

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.

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You can request to be considered by
individual hotels