

# Options @ 16 - Hospitality and Catering

Jobs available in hotel and catering fall into two categories:

## 1. Those serving or having direct contact with the customer:

- **Bar Person** A barperson is responsible for serving customers drinks and snacks in hotel bars, restaurants, wine bars and pubs. Other duties may include stock control and food preparation. A barperson often works shifts, combining morning, and daytime or evening work.
- **Chefs/Cooks** oversee the preparation and cooking of food and meals for organisations such as hotels, restaurants, canteens or hospitals. In large restaurants, chefs are organised into teams with different responsibilities.
- **Housekeepers** make sure that hotels are clean, welcoming, and ready to accept guests. Their main duties include checking that high standards of cleanliness are maintained; supervising and training staff; stocktaking and managing budgets; health and safety matters. Housekeepers organise their staff to clean guests' bathrooms and bedrooms, as well as other rooms such as the lounge and restaurant. They have to make sure anything damaged or faulty is repaired or replaced, and arrange for any repair work to the room itself.
- **Hotel Porters** help hotel guests with their luggage and show them to their rooms. They might also run errands and deal with enquiries from guests. Some porters work at night, and are responsible for late arrivals and security.
- **Kitchen Assistants** help a chef or cook in a restaurant, hotel or canteen, by doing simple food preparation. They are also expected to keep the kitchen and cookery equipment clean and tidy.
- **Receptionists** welcome clients, customers or other types of visitor. Sitting behind a desk, they greet people as they arrive, and deal with visitors' enquiries. They might also have other duties, for example, word processing, making appointments, preparing bills, dealing with payments and handling enquiries made by telephone, fax or email.
- **Waiters/Waitresses** prepare tables in a restaurant before guests arrive, take orders, serve food and drink, and clear tables. They also add up the bill for the meal and take payment for it.

## 2. Supervisory/Management Roles:

- **Catering/Restaurant Managers** run catering organisations or services. They work in restaurants, canteens, cafes and fast food outlets. They usually manage just one place, but managers who work for catering companies or large businesses might run more than one place.
- **Hotel Managers** are responsible for the planning, finance and organisation of a hotel, motel or similar establishment. They need to make sure that everything runs smoothly so that guests enjoy their stay.

## 3. Supporting Staff Roles:

- Accounts
- IT
- Maintenance
- Marketing
- Personnel
- Sales

## Additional Information

### What will the job be like?

Working conditions vary. At best it can be pleasant, modern and spacious. At worst it could be crowded and hot. Be prepared for unsociable hours and to work under pressure at certain times. It can also be a rewarding career. Progression within the industry can be rapid. It offers the opportunity to develop good working relationships and is ideal for those who would like to travel.

### Personal qualities/skills

- Able to work in a team
- Friendly and outgoing personality
- Good at communicating
- Good standard of hygiene
- Leadership skills (management)
- Smart and tidy appearance
- Willing to work unsociable hours

### Related work areas

- Business Administration
- Food Science
- Health Service
- Human Resources
- Leisure
- Public Houses
- Retail
- Sales
- Travel Industry

## How much will I get paid and what are the opportunities?

### Bar Person

The starting salary for a bar person is at least £9,500 a year. A trainee bar manager may earn around £13,000 a year. Bar supervisors and experienced bar persons earn around £15,000, or more. Bar managers can earn up to £30,000.

Large companies now offer benefits such as pension and health schemes and performance bonuses. Staff in some establishments receive tips or get free meals when on duty. Some may be offered free accommodation at their place of work. Barstaff work throughout the UK in: pubs, nightclubs, wine bars, leisure centres, leisure cruisers, hotels and temporary venues, such as beer tents at festivals.

### Chefs

A commis chef may earn between £12,000 and £16,000 a year. A chef de partie may earn up to £18,000, while a sous chef may earn around £28,000 a year. Executive chefs may earn up to £50,000, or more. Chefs work 37-40 hours a week, which may include shift work, split shifts, early starts, late finishes and weekend work. Overtime is usually available. Chefs are often required to work on public holidays. Part-time, temporary and seasonal employment is possible.

Chefs work throughout the UK, in hotels, restaurants, work and school canteens, hospitals and the armed forces. Holiday camps, cruise ships and other leisure operations, both indoors and outdoors, also employ chefs/cooks. Some work in other countries.

### Housekeepers

A housekeeper in a small budget-class hotel may earn around £12,500 a year. In larger hotels, they may earn around £18,000 a year. Head housekeepers in large London hotels may earn up to £40,000 a year. Housekeepers who live in the hotel may have their salary reduced to cover their rent and living expenses.

There are more than 35,000 hotels and guesthouses across the UK. The larger hotels are more likely to employ housekeepers. There are also jobs in private clubs, holiday centres and health spas.

Although competition for jobs is strong, there is a shortage of housekeepers, particularly at more senior levels. London and the south east of England employ the largest number of housekeepers, followed closely by Scotland and the West Country.

### Hotel Porters

The starting salary may be around £11,500. Salaries for porters with some experience range from around £12,000 to £15,000. Head porters in charge of a team could earn up to around £20,500. Hotel porters may be paid extra for working shifts or overtime, and guests may give tips.

Porters who live in the hotel may have deductions from their salaries to pay for food and lodging.

Hotel porters usually work 38-40 hours a week. Day porters usually work shifts, including weekends. Night porters work permanent nights. Some porters work day and night shifts on a rota basis. There are opportunities for part-time work.

Employment throughout the UK is with hotels of all sizes. Jobs are sometimes advertised in local newspapers. Promotion prospects are better with the larger hotels and hotel chains.

### **Kitchen Assistants/Porters**

Salaries for kitchen assistants/porters usually follow the national minimum wage. Kitchen assistants/porters may start on around £9,000 a year (at age 18). This may rise to around £11,900 a year (at age 21). Kitchen assistants/porters with previous experience may earn as much as £16,700 a year. There may be extra payments for working overtime or unsocial hours. Staff discounts or free meals while at work, and occasionally free accommodation, may be available.

Kitchen assistants/porters work 37-40 hours a week, which may include shift work, split shifts, early starts, late finishes, weekend work and public holidays. Overtime may be available. Part-time, temporary and seasonal employment is possible.

Kitchen assistants/porters work throughout the UK, in hotels, restaurants, work canteens and hospitals. Holiday camps and other leisure operations, both indoors and outdoors, also employ kitchen assistants/porters.

Vacancies are often advertised in the local newspapers and at Jobcentre Plus/Jobcentres.

### **Receptionists**

Receptionists' salaries vary depending on their employer and responsibilities. Starting salaries may be between £12,000 and £15,000 a year. With experience, receptionists may earn around £18,000. For senior positions, salaries may be over £25,000.

Most receptionists work 35-39 hours, Monday to Friday. However, in some organisations, for example, in hotels, you may need to work shifts, nights and at the weekend. Full-time and part-time employment opportunities are available in a wide range of organisations throughout the UK.

Reception work is popular and entry is fairly competitive.

### **Waiters/Waitresses**

The starting salary for a waiter/waitress may be the national minimum wage of £7,342 to around £11,918 a year depending on age. With experience, earnings may be around £15,000. A head waiter or waitress may earn £18,000 or more.

Tips from customers usually boost their income. Some restaurants add a service charge on to their bills and share this amongst the staff.

Some companies provide accommodation and some also offer discounts and benefits, especially if they are part of a large group. Meals while on duty are usually provided.

Waiters/waitresses work 37-40 hours a week, which may include shift work, split shifts, early starts, late finishes, weekend work and public holidays. Overtime may be available. Part-time, temporary and seasonal employment is possible.

Waiters/waitresses work throughout the UK, in pubs, hotels and restaurants. Holiday camps and other leisure operations, both indoors and outdoors, also employ waiters/waitresses.

There are many opportunities for promotion and rapid career development to supervisory or management level.

Vacancies are often advertised in the local newspapers and at Jobcentre Plus/Jobcentres.

## **Apprenticeships/National Vocational Qualifications/Work based Learning.**

### **Apprenticeships/Advanced Apprenticeships – Employer Led**

Some employers will employ young people on an apprenticeship programme, however this is a competitive area. Apprenticeships (NVQ Level 2) are the starting point for most young people. Achievement of Level 2 enables progression to Advanced Apprenticeships (Level 3). Apprenticeships are 'Employer Led' and therefore the trainee is employed and will be paid a wage. Apprenticeships last between 2-3 years depending on the person's progress.

### **Apprenticeships – Programme Led**

Sometimes 'Employer Led' apprenticeships are not immediately available therefore it may be possible to start training in an off-the-job setting where the person will undertake job skills and training prior to moving onto employment and an Employer Led Apprenticeship.

**For further information about Work Based Learning ask your Personal Adviser for details of vacancies and how to apply.**

## Hospitality and Catering - Course Information

Course	Where?	How Long?	Entry Requirements
<b>NVQ Level 1 Food &amp; Drink Service</b>	East Riding College: Beverley Bridlington	1 year	No formal entry requirements. Satisfactory Record of Achievement/references. Satisfactory college interview.
<b>NVQ Level 2 Food &amp; Drink Service</b>	East Riding College: Beverley Bridlington	1 year	No formal entry requirements. Satisfactory Record of Achievement/references. Satisfactory College interview.
<b>NVQ Level 1 Introduction to Professional Catering</b>	East Riding College: Beverley Bridlington	1 year	No formal entry requirements although enthusiasm and ambition are needed. Satisfactory record of achievement and references. Satisfactory College interview and Practical Skills test.
<b>NVQ Level 3 in Hospitality Supervision (BTEC)</b>	East Riding College: Beverley Bridlington	1 year or 2 years	NVQ Level 2 or equivalent. Experience of working in food and drink environment. Satisfactory record of achievement/references. Satisfactory College interview.
<b>NVQ Level 2 Professional Catering</b>	East Riding College: Beverley Bridlington	2 years	No formal entry requirements although enthusiasm and ambition are needed. Satisfactory record of achievement or references. Satisfactory College interview and a Practical Skills test.
<b>NVQ Level 3 Professional Catering</b>	East Riding College: Beverley Bridlington		NVQ Level 2 qualification in Food Preparation and Cooking and Food and Drink Service. Experience of working in the catering and hospitality industry. Satisfactory record of achievement or references. Satisfactory College interview and a Practical Skills test (if applicable).

<b>Course</b>	<b>Where?</b>	<b>How Long?</b>	<b>Entry Requirements</b>
<b>Entry Level - Skills for Working Life - Hospitality and Catering</b>	Grimsby Institute	1 year (Part Time)	There are no entry requirements. You will require a chefs/waiters uniform
<b>NVQ Level 1 - Food Preparation and Cooking</b>	Grimsby Institute	1 year (Full or Part Time)	No, only a passion for food and a desire to be successful. Students will need to purchase a uniform, knives and a textbook at a cost of approximately £170.
<b>NVQ Level 2 - Food Preparation and Cooking</b>	Grimsby Institute	1 year (Part Time)	No, only a passion for food and a desire to be successful.
<b>NVQ Level 3 - Professional Cookery (Preparation and Cooking)</b>	Grimsby Institute	2 years (Part Time)	Relevant industrial experience and reasonable literacy and numeracy skills, NVQ Level 2 Food Preparation and Cooking or equivalent qualification and a real passion for food!
<b>NVQ 3 - Hospitality Supervision</b>	Grimsby Institute	One year (full-time) or Two years (part-time)	Relevant industrial experience and reasonable literacy and numeracy skills, NVQ Level 2 Food and Drink Service or equivalent qualification
<b>National Certificate - Hospitality Supervision</b>	Grimsby Institute	2 years (Part Time)	We are looking for a minimum of 4 GCSEs grade A - C. Good results in Maths and English are always an advantage for any course and Key Skills
<b>National Award - Hospitality Supervision</b>	Grimsby Institute	1 year	We require a minimum of 4 GCSE's at grade 'C' or above, or achievement of an appropriate Level 2 programme, in addition a commitment to study and good attendance record.  Hospitality uniform, safety shoes, knife roll and reference book which is ordered through the department. £12 deposit for a locker and £2 for print credits.

<b>Course</b>	<b>Where?</b>	<b>How Long?</b>	<b>Entry Requirements</b>
<b>NVQ 2 - Food and Drink Service</b>	Grimsby Institute	1 year	Successful completion of NVQ Level 1 Multi-Skilled and/or previous qualifications and/or experience in Hospitality. Excellent attendance record, social skills and behaviour. In addition a commitment to study. A Hospitality uniform, safety shoes, knife roll and reference book (approx £200), which you order through the department, £12 deposit for a locker and £2 for print credits.
<b>Catering Management Programme Level 3</b>	Hull College	2 years	4 GCSEs at grades A-C, GNVQ Intermediate or equivalent qualifications. Ability to work under pressure and have excellent time keeping and attendance.
<b>City and Guilds, NVQ Level 3 Advanced Practical Cookery</b>	Hull College	1 year (Full-time) 2 years (Part-time)	Enthusiasm for working in the catering industry and a commitment to complete both theory and practical work. NVQ Level 2 Food Preparation is required though mature students with experience will be considered. You must be able to work on your own initiative with excellent time management.
<b>Edexcel BTEC National Diploma in Hospitality</b>	Hull College	2 years Full-time or Substantial Part-time	4 GCSE Grades A - C or other equivalent Level 2 qualifications.
<b>NVQ Level 1 Multi-Skilled Hospitality</b>	Hull College	1 year	The student will be expected to be keen, enthusiastic, hard-working and able to work as a member of a team. Enthusiasm for working in the catering industry and a good school reference to include good attendance over the last 2 years.

<b>Course</b>	<b>Where?</b>	<b>How Long?</b>	<b>Entry Requirements</b>
<b>NVQ Level 1 Multi-Skilled Hospitality Service and Reception</b>	Hull College	1 year	You will need a pleasant and polite personality and enjoy working with people. A positive attitude is more important than qualifications although it is expected that you will possess a satisfactory standard of numeracy and literacy skills
<b>NVQ Level 2 Multi-Skilled Hospitality Service and Front Office</b>	Hull College	1 year	You will need 3 GCSEs (grade D or above) or equivalent. Applications are welcome from mature students who may not possess the relevant academic qualifications. You will need good communication and number skills and it is essential that you enjoy working with people and have a pleasant and polite manner. NVQ Level 1 Reception is also available for 16-18 year olds who have not achieved the normal entry requirements
<b>NVQ Level 2 Professional Cookery</b>	Hull College	2 years	Enthusiasm for working in the catering industry and a good school reference. A commitment to complete both theory and practical work. Grades A-D at GCSE level, with a minimum of 3 D's. (Including English and Maths)
<b>NVQ Level 2 Service of Food and Drink (Part Time)</b>	Hull College	Minimum 1 year	Ability to work with others. Evidence of competence from workplace to enable you to progress and an enthusiasm for restaurant work. Have good communication skills. Grades A-D at GCSE or NVQ Level 1 in Catering
<b>Preparation and Service of Food (OCN Entry Level)</b>	Hull College	2 years	No formal entry qualifications are required for this course. The course is designed for those seeking to develop basic skills for application in the workplace. It is particularly suitable for mature applications, including those with learning difficulties that require a high degree of tutor support. Applicants should be independent travellers

<b>Course</b>	<b>Where?</b>	<b>How Long?</b>	<b>Entry Requirements</b>
<b>BTEC National Certificate in Hospitality</b>	North Lindsey College	2 years	Applicants should have four GCSEs at Grade A*-C. Learners gaining or possessing a BTEC First Diploma at Merit Level or NVQ Level 2 in a related subject area would also be considered
<b>Professional Cookery and Service Skills (Phase 1)</b>	North Lindsey College	1 year	Learners will require a minimum of 2 GCSE's at grade F or equivalent.
<b>Apprenticeship in Hospitality</b>	York College	1 year	Check with college
<b>Hospitality Foundation Apprenticeship</b>	York College	1 year	Check with college
<b>Hospitality National Diploma</b>	York College	1 year	Check with college
<b>Hospitality Supervision NVQ Level 3</b>	York College	1 year	Check with college
<b>Hospitality Supervision or Professional Cookery Advanced Apprenticeship</b>	York College	1 year	Check with college
<b>Level 1 Diploma in Introduction to Professional Cookery</b>	York College	1 year	3 grade Ds at GCSE, including English. A trade test will be conducted at interview as part of a group activity
<b>Advanced Apprenticeship in Professional Cookery</b>	York College	1 year	Check with college
<b>Professional Cookery Level 2 Diploma</b>	York College	1 year	Check with college
<b>Apprenticeship in Food and Drink Service (Level 2)</b>	Yorkshire Coast College	1 year	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.

Course	Where?	How Long?	Entry Requirements
<b>Apprenticeship in Professional Cookery Preparation and Cooking Level 2</b>	Yorkshire Coast College	1 year	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.
<b>Apprenticeship in Front Office Level 2</b>	Yorkshire Coast College	1 year	4 GCSEs at grade D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.
<b>Apprenticeship in Housekeeping Level 2</b>	Yorkshire Coast College	1 year	4 GCSEs at grade D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.
<b>Apprenticeship in Professional Cookery Level 2</b>	Yorkshire Coast College	1 year	You need to have gained a NVQ Level 1 in Food Preparation and cooking or 4 GCSEs at grades D – G and have a good interest in Food and the Catering Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.
<b>Apprenticeship in Hospitality Services (Multi-skilled) (Level 2)</b>	Yorkshire Coast College	1 year	4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.

Course	Where?	How Long?	Entry Requirements
<b>NVQ Level 1 Food Preparation and Cooking</b>	Yorkshire Coast College	1 year	You will need to have a good interest in Food and the Catering Industry. Have a positive attitude towards learning, working as part of a team and good communication skills.
<b>NVQ Level 2 Professional Cookery Preparation and Cooking</b>	Yorkshire Coast College	2 years part-time	You need to have gained a NVQ Level 1 in Food Preparation and cooking, have a good interest in Food and the Catering Industry. Have a positive attitude towards learning, working as part of a team and good communication skills.
<b>NVQ Cleaning and Support Services (Level 2)</b>	Yorkshire Coast College	1 year	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.
<b>NVQ in Food and Drink Service (Level 2)</b>	Yorkshire Coast College	1 year	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills. To be currently working in the industry in a suitable job role.
<b>NVQ Hospitality Supervision (Level 3)</b>	Yorkshire Coast College	Up to 2 years	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills. Candidates should be in a relevant job role.

<b>Course</b>	<b>Where?</b>	<b>How Long?</b>	<b>Entry Requirements</b>
<b>NVQ Hospitality Services (Multi-skilled) Level 2</b>	Yorkshire Coast College	Up to 1 year	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills.
<b>NVQ in Professional Cookery (Level 2)</b>	Yorkshire Coast College	1 year	You will need 4 GCSEs a NVQ Level 1 in food preparation and cooking, have a good interest in food and catering industry. Have a positive attitude towards learning, working as part of a team and good communication skills
<b>NVQ in Front Office (Level 2)</b>	Yorkshire Coast College	1 year	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills. Candidates should be in a relevant job role.
<b>NVQ in Housekeeping (Level 2)</b>	Yorkshire Coast College	1 year	You need to have gained 4 GCSEs at grades D-G and have a good interest in the Hospitality Industry. You must have a positive attitude towards learning, working as part of a team and good communication skills. Candidates should be in a relevant job role.
<b>Professional Cookery NVQ Level 2 F/T</b>	Yorkshire Coast College	5 terms	Applicants must have Level 1 in Food Preparation and Cooking or Food Service, GCSE's at grade D or above or Level 1 Key Skills.

Course	Where?	How Long?	Entry Requirements
<b>Professional Chef Diploma Level 1</b>	Yorkshire Coast College	1 year	Applicants are expected to have achieved a minimum of 4 GCSEs at grade C and above - including Maths and English. Applicants must also have an interest in the Catering and Hospitality Industry and would benefit from some work experience.

For information on any of the above courses and to make an online application go to either:

East Riding & Hull Prospectus:

[www.logonmoveon.co.uk](http://www.logonmoveon.co.uk)

North Lincolnshire and North East Lincolnshire Prospectus:

[www.lincs2.co.uk](http://www.lincs2.co.uk)

Please check with Colleges directly as course details and entry requirements may change. Before making any final decision or if you need help to understand this leaflet, discuss all the options with your Personal Adviser.

## Useful Addresses

### British Institute of Inn Keeping

Wessex House  
80 Park Street  
Camberley  
Surrey  
GU15 3PT

☎ 01276 684449

🌐 [www.bii.org](http://www.bii.org)

### Institute of Hospitality

Trinity Court  
34 West Street  
Sutton  
Surrey  
SM1 1SH

☎ 020 8661 4900

🌐 [www.hcima.org.uk](http://www.hcima.org.uk)

### Springboard UK

3 Denmark Street  
London  
WC2H 8LP

☎ 0207 497 8654

🌐 [www.springboarduk.org.uk](http://www.springboarduk.org.uk)

### VT Training

VT House  
Grange Drive  
Hedge End  
Southampton  
SO30 2DQ

☎ 0800 731 8199

🌐 [www.vttraining.co.uk](http://www.vttraining.co.uk)

### Wine and Spirit Education Trust

International Wine & Spirit Centre  
39-45 Bermondsey Street  
London  
SE1 3XF

☎ 020 7089 3800

🌐 [www.wset.co.uk](http://www.wset.co.uk)

For further information look in your Connexions library under classifications

## Hospitality and Catering



## Connexions Centre Addresses

### Beverley Connexions Centre

3 North Bar Within  
Beverley  
HU17 8AP

 01482 862741

### Bransholme Connexions Centre

76 Goodhart Road  
North Point Shopping Centre  
Bransholme  
Hull  
HU7 4EF

 01482 835780

### Bridlington Connexions Centre

20 Blenheim Road  
Bridlington  
YO16 4LD

 01262 678943

### Goole Connexions Centre

71-73 Boothferry Road  
Goole  
DN14 6BB

 01405 608810

### Grimsby Connexions Centre

Queen Street  
Grimsby  
DN31 1JA


 01472 355303

### Hessle Connexions Centre

1st Floor  
Library Building  
Southgate  
Hessle  
HU13 0SN

 01482 647127

### Holderness Connexions Centre

To make an appointment to be seen in Hedon, Hornsea or Withernsea please call Beverley Connexions on  01482 862741 or your local Customer Service Centre.

### Hull Connexions Centre

84-86 Paragon Street  
Hull  
HU1 3QA

 01482 223081

### Pocklington Connexions Centre

Pocklington Youth Centre  
25 New Street  
Pocklington  
YO42 2QA

 07824 486538

### Scunthorpe Connexions Centre

60 Oswald Road  
Scunthorpe  
DN15 7PQ

 01724 282200

[www.connexions-humber.co.uk](http://www.connexions-humber.co.uk)

[info@connexionshumber.co.uk](mailto:info@connexionshumber.co.uk)

[www.connexions-direct.com](http://www.connexions-direct.com)

**Freephone Connexions Direct**  
**080 800 13 2 19**

**connexions**

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