

HOSPITALITY ACCOMMODATION TEAM MEMBER

This occupation is found in hotels, inns, holiday parks, B&Bs, restaurants or pubs with rooms, and other hospitality accommodation businesses offering accommodation to paying guests. Employers range from large to small. Hospitality Accommodation Team Member is a multi-skilled occupation, working across front of house roles in dining and bar services, reception and housekeeping.



months minimum*

Assessment methods

1

Observation -

The observation will last for 2 hours and this will be followed by 30 minutes of questioning. The observation will allow the apprentice to demonstrate their skills and behaviours in their normal working environment.

2

Interview -

The interview is an opportunity for the apprentice to demonstrate KSBs related to Guest safety, privacy and security, Reporting issues, Food service, Food safety, Beverage service, Housekeeping, Stock management, Health and safety, Key performance indicators (KPIs), Performance and personal development, Sustainability, Shift handover, Equity, diversity and inclusion (EDI)

Skills England Link [Skills England](#)



Learning



Gateway



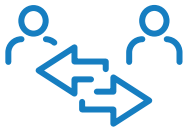
End-Point Assessment

The EPA Process



Gateway meeting:

training provider, employer and apprentice meet to determine if they are ready for their EPA, and submit any files as needed through the iLearner system.



Assessor meeting:

the employer and an iCQ Assessor meet to agree any evidence submitted by the apprentice and plan dates for assessments.



Learner preparation:

the employer and training provider make sure the learner is familiar with the iLearner tools and formats of their assessments.



End-Point Assessment is carried out by iCQ Assessor.

Cost	£800 (in person)
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info@icqawards.co.uk

0117 910 2299

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With you every step of the way

iCQ support the complete apprenticeship journey for employers, training providers and learners through our innovative iLearner platform – making it easy and quick to record and track progress.



*Apprenticeship starts from 1st August 2025 are eligible for the 8-month minimum duration, starts before 1st August 2025 are subject to a 12-month minimum duration.

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