



Hotel & Catering Job Information Sheet

What is hotel and catering work?

Hospitality work involves looking after the needs of guests or customers, including providing them with food and drink. This is a large and growing employment sector and there are many different places of work, but the most common are hotels, restaurants, takeaways, pubs and bars.

Workers in the hospitality and catering industry need good communication skills and to enjoy team working and talking with the public.

Having lots of energy, being patient and flexible are also very important, as the jobs commonly involve long hours, weekend and late night working.

Are there jobs for 16-19 year olds?

To be a hotel manager or senior chef you need qualifications or relevant experience. However, there are many jobs in hospitality and catering that do not require qualifications or much experience. Below is a selection of jobs that could be available to 16-19 year olds living in Central London. Further details of these and many other jobs go to nextstep.direct.gov.uk and click on *Browse our job profiles*.

Some of these will not ask for any qualifications and others will need good GCSEs, A levels or relevant vocational college courses. For some jobs in hospitality and catering it is an advantage to have some work experience. This could be gained as part of a course at school or college or through doing voluntary work. However, for other jobs the employer's main concern would be your appearance and communications skills. For almost all jobs a good standard of literacy and numeracy are needed.

The Hospitality and Catering industry is one in which young people can move on into assistant management and management positions at a young age.

The following is a list of jobs that could be available to young people in Central London.

This information sheet covers jobs for 16-19 year olds in Central London. It does not cover graduate jobs or jobs that are rare in Central London. For details of the whole range of jobs in business and finance go to nextstep.direct.gov.uk and click on *Browse our job profiles*.

Jobs for 16-19 year olds in hotel and catering

Waiting staff do lots of different tasks depending on what sort of restaurant they work in. As well as taking orders, serving food and preparing tables, they make customers feel welcome and comfortable. Qualifications not needed.

Bar staff work in pubs, clubs, wine bars, hotels, anywhere with a licensed bar. Their main job is to serve drinks to customers and collect payment. They also serve snacks and/or hot and cold food. Qualifications not needed but you need to be over 18.

Kitchen assistants keep the kitchen clean and tidy. Basic food preparation, unloading deliveries from suppliers, organising the storeroom and making sure the chefs have what they need, when they need it. Qualifications not needed.

Chefs and Cooks prepare and cook the meals with the help of other Chefs and Kitchen Assistants. There are different grades of chef. Trainee or Apprentice chefs are called Commis Chefs and they spend some time in different sections of the kitchen learning all the various kitchen skills. The next grade up is Section Chef called Chef De Partie and they are responsible for a section of the kitchen such as soups, preparing and cooking vegetables, etc. To train as a Commis Chef it would be useful to have an NVQ 1 in a subject such as Food Preparation and Cooking or Craft Catering, although for some apprenticeships this is not essential.

Hotel receptionists make guests feel welcome when they're checking in and out of the hotel. They handle reservations for guests, allocate rooms, and hand out keys to guests. Qualifications not needed.

Hotel porters help guests by carrying their luggage, showing them to their room, explaining what's in the room and how it works (such as the television remote control or video) and talking about what is available in the hotel. Qualifications not needed

Room attendants make sure that the hotel is clean and tidy. They cover all aspects of cleaning such as changing bed-linen and bathroom towels, making beds, emptying bins, vacuuming floors and washing glasses and cups. Qualifications not needed

Housekeepers organise the room attendants and they are responsible for making sure that all the rooms are cleaned and are ready for guests. Qualifications not needed but would need experience as a room attendant

A **Concierge** works as part of the reception team and their job is to deal with a wide range of visitor enquiries, often concerning what is available in the local area in terms of entertainment, tourist attractions, restaurants, sports events etc. Qualifications not needed but you need to be over 18 and need excellent local knowledge and customer service experience. Young people are more likely to be promoted from reception or portering staff.

Cloakroom attendants are responsible for making sure that items left in cloakrooms or left luggage offices are kept safe until the owner returns. Qualifications not needed

Live Hotel & Catering Vacancies (on 5th January 2012)



Young people in Central London can search for job and training opportunities at www.lois.uk.net. When this information sheet was published the following vacancies were available:

LOIS Ref	Job	Business	Borough	Weekly Wage	Qualifications Required	Closing Date
L19002579	Hospitality Apprentice	Fast Food	Throughout London	From £4.35 per hour	None	-
L18000195	Apprenticeship in Hospitality	Training	Greenwich	£95 to £100	None	-

To find out more about any of these vacancies either speak to your Personal Adviser or contact your local Connexions Centre. If you live in central London go to www.centrallondonconnexions.org.uk and select Find a Connexions Centre near you to find your local centre. Outside of Central London go to www.connexionslondon.org.uk.

Hospitality Apprenticeship Vacancies (on 5th January 2012)



Apprenticeships

For more details and to apply go to apprenticeships.org.uk and select Search for vacancies under Apprenticeship Vacancies. Search by vacancy reference number using the Ref No from the first column in the table. When this information sheet was published the following vacancies were available:

Ref No	Apprenticeship Framework	Business	Borough	Weekly Wage	Qualifications Required	Closing Date
107762	Customer Service (Food & Drink)	Hotel	Southwark	£237	None	10 Jan 2012
120966	Hospitality (Chef)	Catering	Hackney	£95	None	13 Jan 2012
118033	Hospitality (Cook)	Child Care	Wandsworth	£135	GCSE grades D+	27 Jan 2012

Any vacancies marked ^{AA} are Advanced Apprenticeships leading to Level 3 qualifications, all others are Intermediate Apprenticeships leading to Level 2 qualifications.

To apply for any of these vacancies you will need to register (if you have not already) at apprenticeshipvacancymatchingservice.lsc.gov.uk/navms/forms/candidate/PreRegisterCandidate.aspx (you will need a valid email address in order to register). You can get further help on using the site and making applications at apprenticeships.org.uk/sitecore/content/avtm/Candidate.aspx

Other Vacancy Sites

There are many hospitality sites advertising jobs but some of the jobs are not for young people. Because employers recruit people of all ages many vacancies will not be on the LOIS site (which is just for young people) but on the sites listed below:

Catering jobs www.caterer.com	Has thousands of jobs in London, but the majority are for qualified people and a lot involve management. There are a few under catering staff and housekeeping that are suitable for those without experience.
Reed employment agency www.reed.co.uk	Has offices dealing with catering and you can search their vacancies.