



# Hospitality

## Job Information Sheet

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### 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 can be found at [www.connexions-direct.com/jobs4u/](http://www.connexions-direct.com/jobs4u/).

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 the hospitality & catering industry go to [www.connexions-direct.com/jobs4u/](http://www.connexions-direct.com/jobs4u/).

## 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 hospitality vacancies (on 1<sup>st</sup> September 2010)

Young people in Central London can search for job and training opportunities at [www.mychoicelondon.co.uk/choicejobs](http://www.mychoicelondon.co.uk/choicejobs). When this information sheet was published the following vacancies were available:

LOIS Ref	Vacancy	Organisation	Location	Notes
<b>L19001911</b>	Food and Beverage Apprentice	Restaurant	The Strand	
<b>L19001966</b>	Trainee Commis Chef	Art Gallery	Pimlico	
<b>L27002371</b>	Crew Member	Fast Food	Brixton	
<b>L27002383</b>	Food and Hospitality Apprenticeships	Restaurant	Kensington & Chelsea	
<b>L27002418</b>	Waiter/Waitress	Cafe	Waterloo	Weekend shift work
<b>L27002452</b>	Music Venue Casual Staff	Music Venue	Brixton	
<b>L27002453</b>	Crew Members	Fast Food	Kilburn	
<b>L27002457</b>	Waiting Staff	Bar/Restaurant	Clapham	6 months waiting experience required
<b>L27002459</b>	Waiting Staff	Bar/Restaurant	Clapham	Must be over 18

Vacancies in red are new this month. To find out more about any of these vacancies either speak to your Personal Adviser or contact the nearest centre listed at the bottom of this page. If you do not live in any of the areas listed below you can find your local Connexions centre at:

[www.connexions-direct.com/index.cfm?go=localServices](http://www.connexions-direct.com/index.cfm?go=localServices)

## A College or 6<sup>th</sup> form course?

If you are interested in hospitality and catering staying on in full-time education can be a good option. For management careers you might choose the academic (or A Level) or vocational (BTEC National diploma) routes.

There are also a wide range of NVQs (National Vocational Qualifications) available in the industry. There are general ones, such as Craft Catering, which includes learning about cooking and food and drinks service and other NVQs that concentrate on one career route such as Bar Service or Housekeeping. NVQs are available at Colleges and through apprenticeships in the workplace (see Apprenticeship section below). The College courses usually include a block of work experience.

You will normally need a couple of grade E GCSEs to enter Level 1. If you already have NVQ 1 or 2 you may be able to go straight into the 2<sup>nd</sup> or 3<sup>rd</sup> year of an NVQ course.

## Diplomas

The Diploma is a new qualification that combines classroom study with practical experience. Diplomas will be available at Foundation, Higher and Advanced Levels in many colleges and 6th forms and, in some cases, may replace other vocational courses.

The Hospitality Diploma will be introduced in Wandsworth and some other parts of London from September 2008.

For details on the vast range of education and training courses, including Diplomas, on offer throughout London go to [www.mychoicelondon.co.uk](http://www.mychoicelondon.co.uk)

## 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:

<b>Catering jobs</b> <a href="http://www.caterer.com">www.caterer.com</a>	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.
<b>Reed employment agency</b> <a href="http://www.reed.co.uk">www.reed.co.uk</a>	Has offices dealing with catering and you can search their vacancies.
<b>Springboard</b> <a href="http://www.springboard.org.uk">www.springboard.org.uk</a>	An organisation that promotes careers in hospitality, leisure & tourism and travel. Their website doesn't have vacancies as such, but does have a search facility whereby you can put in a sector followed by a sub sector and a job description and it will come up with a list of potential employers to try.
<b>Jobcentre Plus</b> 1 Denmark Street London WC2 8LP	This jobcentre specialises in hospitality and catering.
<b>Jobcentre Plus</b> <a href="http://jobseekers.direct.gov.uk">jobseekers.direct.gov.uk</a>	There are some catering assistant and bar work jobs suitable for young people, but many employers ask for a fair amount of experience.

### Apprenticeships

Apprenticeships offer training to young people who want to learn while working. Apprentices working in hospitality & catering help senior workers to provide services.

In addition to the vacancies listed above the following offer apprenticeships to young people who are not already working in the Industry:

**Conran Restaurants** ([www.conran-restaurants.co.uk](http://www.conran-restaurants.co.uk)) run a Chef Apprenticeship (NVQ Levels 2 & 3). Contact [careers@conran-restaurants.co.uk](mailto:careers@conran-restaurants.co.uk)