

HOSPITALITY APPRENTICESHIP

**TAKE THE FIRST STEPS INTO A
CAREER WITH GLOBAL
POTENTIAL**



hospitality
apprenticeship
scotland



The apprenticeship is delivered by:

CITY OF GLASGOW
COLLEGE

JOIN A WORLD CLASS TEAM

Fun, fast-paced and full of opportunity, hospitality offers a career like no other.

Through Hospitality Apprenticeship Scotland (HAS), you can access a paid, high-quality apprenticeship that provides a direct route into this exciting industry while earning as you learn.

Our hospitality apprenticeship is designed in partnership with leading employers to develop the next generation of hospitality professionals and future leaders.

On successful completion, apprentices will achieve a Diploma for Hospitality Team Member at SCQF Level 5 with clear progression routes and opportunities for further development across the sector.

There has never been a better time to build a career in hospitality. Join HAS and be part of a dynamic, people-focused industry with opportunities across Scotland and beyond.

Apprentices select three out of the following four areas: housekeeping, reception, kitchen, food & beverage

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!





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 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 City of Glasgow College.

THE **APPRENTICESHIP COURSE**

During our fully accredited Diploma SCQF 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.

Apprentices select three out of four key operational departments — Kitchen, Housekeeping, Reception, and Food & Beverage — and complete a 16-week rotation in each chosen area. This structured approach ensures meaningful, in-depth exposure rather than brief observation, allowing apprentices to fully embed themselves within each team.

Over the course of the programme, apprentices build practical skills, operational confidence, and a clear understanding of how different departments work together to deliver exceptional guest experiences. By choosing their rotations, they can align their learning with their interests, career aspirations, and the needs of their employer.

For businesses, this flexible model develops well-rounded team members with cross-departmental knowledge, stronger collaboration skills, and a deeper appreciation of operational excellence.



PARTICIPATING HOTELS

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



WHAT YOU CAN EXPECT

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

- ✓ One day induction
- ✓ Sector specific learning in housekeeping, food, and beverage service, kitchen and reception
- ✓ Statutory training including food safety, licencing and health and safety Engaging 'Learning Bites' to enhance your learning and development throughout
- ✓ Visits to hospitality 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



THE COURSE ROTATIONS

There are plenty of new skills on the menu during your different course rotations:
Service with skill, style and confidence - creating moments around every table.

FOOD & BEVERAGE

16 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.



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THE COURSE ROTATIONS

There are plenty of new skills on the menu during your different course rotations.
The first hello and the lasting impression - mastering the art of welcome.

RECEPTION

 **16 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 event

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 into the events, sales, HR, marketing or accounts departments and eventually to a hotel manager role.



THE COURSE ROTATIONS

There are plenty of new skills on the menu during your different course rotations. *Perfecting the details that define exceptional guest experiences.*

HOUSEKEEPING

 **16 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

THE COURSE ROTATIONS

There are plenty of new skills on the menu during your different course rotations.
Where passion meets precision - building the foundations of culinary excellence.

KITCHEN

 **16 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.

OUR APPRENTICES' STORIES



Rosa Jackson

**LEONARDO HOTELS,
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 Leonardo Hotels 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 HOTEL,
ABOYNE**

"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."



Amy Blair

**DOUNESIDE HOUSE HOTEL,
ABOYNE**

"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

**LEONARDO HOTELS,
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 Leonardo Hotels 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."



WHERE CAN A **CAREER** **IN HOSPITALITY TAKE** **YOU?**



Alison Christie AREA
GENERAL MANAGER,
LEONARDO HOTELS

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 Leonardo Hotels 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.



Jean Ryrie
EXECUTIVE HEAD HOUSEKEEPER,
JURYS INN, ABERDEEN AIR

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 on a management training programme 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.





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Apply now on our website

You can request to be considered by individual hotels

