

## HOSPITALITY OCCUPATIONS

This occupation sheet covers six occupation areas in the hotel and catering industries. These are: - [Hotel Management](#), [Fast Food Restaurant Manager](#), [Restaurant / Catering Management](#), [Head Waiter, Chef de Rang or Maitre D'](#), [Sommelier](#), [Hotel Reception Manager](#).

The following occupations are not included in this occupation sheet as they are unlikely to meet the skills criteria. The qualifications and experience required for such posts (if there are any) are normally at NVQ level 2:

- pub/bar supervisor / manager
- food service assistant / waiter / waitress
- fast food preparation / sandwich artist
- receptionist / assistant reception manager
- housekeeper / housekeeping supervisor
- shift manager / supervisor

**Guidance on experience clarification questions and on TWES applications appears at the end of this sheet.**

**For information regarding the EC Regulation 852/2004 which details regulations under the registration of Food Premises please see [Annex 1](#).**

## HOTEL MANAGEMENT

### BACKGROUND INFORMATION

Hotel managers have overall responsibility for the provision of all hotel services for guests. Their duties may vary depending on the size of the hotel and the number of staff under their control.

### INDUSTRY REQUIREMENTS

No formal qualifications are required to work in hotel management as many people work their way up from non-managerial positions in a range of departments. However some employers may request formal qualifications for direct entry to management level positions.

Relevant qualifications include:

- BTEC Level 5 Higher National Certificate or Diploma in Hospitality Management
- BTEC Level 7 Advanced Professional Certificate or Diploma in Strategic Hospitality Management
- Honours Degree or Foundation Degree in Hospitality Management
- NQF Level 4 Diploma in Management for Hospitality, Leisure and Tourism

### REGISTRATION WITH A PROFESSIONAL BODY

There is no compulsory registration with a professional body.

## CASEWORKER TREATMENT

**B&C:** Management positions are at a level above NVQ level 3. Therefore hotel managers (and some departmental managers in larger hotels) meet the skills criteria.

On any graduate training scheme, entrants should be expected to take on management-level (NVQ 4) duties within a short space of time. During the training period the worker may be supernumerary but applications should be considered under B&C rather than TWES as employers will retain the worker to fill a vacancy after the training period is completed.

Where the initial training duties of a graduate scheme do not appear to require a degree-holder (or an individual who meets the B&C skills criteria), caseworkers should seek further details of the scheme from employers, setting out the training programme, the level that trainees will reach and in what timescales. Many larger employers communicate such details via their websites. Caseworkers should consider requesting post-issue checks where they have doubts that a graduate trainee will be working at an appropriate level within the timescale stated in the application.

Caseworkers should not need to seek clarification on the experience required for this occupation unless there is particular cause for doubt. The core functions are at NVQ level 4 and therefore experience will have been gained at NVQ level 3 before progressing to the role.

### SALARY

Salaries vary greatly depending on the type, size and location of the hotel. These salaries are for a 40hr week:

Hotel General Manager (4-star and above)	£25,000 - £100,000
Hotel General Manager (3-star and below)	£19,700 - £75,000
Hotel Food and Beverage Manager (4-star and above)	£16,000 - £60,000
Hotel Food and Beverage Manager (3-star and below)	£15,000 - £25,000

## FAST FOOD RESTAURANT MANAGER

Alternative titles: Take-away Manager, Manager (Fast food) and Quick Service Restaurant Manager.

Fast food managers oversee the running of a fast food business. They need to know how to order food and prepare it for serving, about food prices and health regulations and procedures.

### INDUSTRY REQUIREMENTS

There are no specific educational requirements to become a fast food manager. A prospective manager would be expected to be up to date on health and safety and food hygiene requirements.

In Scotland, anyone handling food needs an elementary food hygiene certificate.

## Internal Caseworker Guidance

Relevant qualifications include:

- NVQ level 3 in food and hospitality supervision
- BTEC Level 3 National Certificate or Diploma in Hospitality Supervision

### REGISTRATION WITH A PROFESSIONAL BODY

There is no compulsory registration with a professional body.

### WORK PERMIT TREATMENT

**B&C:** It is possible to gain an NVQ level 3 in hospitality and catering and NVQ level 3 in hospitality supervision; however posts with such requirements do not necessarily meet the work permit skills criteria. Front line supervisor posts do not require previous experience at NVQ level 3 and do not meet the criteria. Area managers or managers in overall charge of a fast food restaurant are more likely to meet the criteria.

### SALARY

Salaries vary depending on the type, size and location of the business. These salaries are for a 40hr week:

Unit Manager	£18,000 - £25,000
Area Manager	£28,000 - £40,000
Regional Manager	£35,000 - £55,000

## RESTAURANT / CATERING MANAGER

### BACKGROUND INFORMATION

Restaurant managers (In some larger establishments some of the same functions may be carried out by the maitre d' or head waiter) work in restaurants and hotels. Catering managers work in other businesses and institutions producing food on a large scale; both are responsible for the provision of food and service to their customers. Responsibilities usually include staff management, recruitment, quality control, marketing, health and safety, hygiene, customer relations and financial planning.

### INDUSTRY REQUIREMENTS

No formal qualifications are required to work as restaurant/catering managers as many start their careers in non-managerial catering/hospitality positions.

In Scotland, anyone handling food needs an elementary food hygiene certificate

Relevant qualifications include:

- NVQ level 3 in food and hospitality supervision
- WSET Diploma in Wine and Spirit, level 4
- BTEC Level 3 National Certificate or Diploma in Hospitality Supervision

### REGISTRATION WITH A PROFESSIONAL BODY

There is no compulsory registration with a professional body.

## WORK PERMIT TREATMENT

**B&C:** Management positions that require a worker to have three years experience at a standard equivalent to or above NVQ level 3 meet the criteria. Caseworkers should not need to seek clarification on the experience required for this occupation unless there is particular cause for doubt. The core functions are at NVQ level 4 and therefore experience will have been gained at NVQ level 3 before progressing to the role.

## SALARY

Salaries vary depending on the type, size and location of the business. A Restaurant Manager in a fine dining establishment would expect to receive more than the minimum of the rate shown below, and caseworkers should seek clarification from the employer if the salary appears to be low for the type of establishment. These salaries are for a 40hr week:

Restaurant / Catering Manager	£18,000 - £45,000
Senior Restaurant / Catering Manager	£35,000 - £60,000

## HEAD WAITER / CHEF DE RANG / MAITRE D'

Head waiters are normally employed in large hotels, restaurants, private members clubs or hired for corporate events. The head waiter is the senior staff member. They have responsibility for supervising front of house and are responsible for the supervision and training of junior serving staff.

## INDUSTRY REQUIREMENTS

Head waiters would be expected to know about the food served in the establishment where they work and it is often expected that they are fluent in more than one language.

In Scotland, anyone handling food needs an elementary food hygiene certificate

## REGISTRATION WITH A PROFESSIONAL BODY

There is no registration requirement with any professional body.

## WORK PERMIT TREATMENT

**B&C:** Head waiter positions that require a worker to have three years experience at a standard equivalent to or above NVQ level 3 meet the criteria. **This requirement will be the exception rather than the rule** – In many establishments staff can be directly promoted to head waiter with experience only at the lower level of waiter/waitress (NVQ level 2).

The salary offered, number of covers, restaurant turnover, menus/wine lists, and industry awards (such as one or more Michelin stars or three or more AA Rosettes) may all be indicators of a fine dining restaurant with higher requirements for this position, and indication that the position may meet the skills criteria.

Caseworkers should seek clarification on the experience requirements stated by employers (using paragraph P61C) if they have doubts about the experience required for the post.

## **SALARY**

A higher salary may be an indicator that the post is more highly skilled. Where such a job requires at least three years experience at NVQ3 the salary should reflect this level of skill and experience, and be at a level which is proportionately higher than the minimum shown in the range below. Further clarification on the skill level of such posts should **not** normally be sought if the salary is above £18,000 unless there is specific cause for doubt on an individual application. These salaries are for a 40hr week.

Head waiter	£14,000 - £26,000
Head waiter – fine dining	£18,000 - £26,000

## **SOMMELIER**

Sommeliers are wine experts and are generally responsible for the serving of wine and the maintenance of wine stocks in high-class establishments.

### **INDUSTRY REQUIREMENTS**

In Scotland, anyone handling food needs an elementary food hygiene certificate.

Relevant qualifications include:

- NVQ level 3 in food and drink service
- WSET Advanced Certificate in Wine and Spirit, level 3

This sector also looks positively at people possessing the Wine & Spirit Education Trust (WSET) Advanced or Diploma qualifications, which equate to NVQ levels 2 and 3.

### **REGISTRATION WITH A PROFESSIONAL BODY**

Sommeliers usually belong to a Sommelier society with an international membership. They may be registered with the Institute of Wine (London), The International Sommelier Guild, and The Sommelier Society. (See [Annex 2](#) for a full list of countries that have their own Sommelier societies).

### **WORK PERMIT TREATMENT**

**B&C:** Sommelier positions that require a worker with one of the above qualifications do not necessarily meet the skills criteria. Registered Sommeliers may meet the skills criteria where they require a worker with at least three years experience at a standard equivalent to or above NVQ level 3.

## **SALARY**

Sommelier	£18,000 - £30,000
Head Sommelier	£35,000 - £50,000

## HOTEL RECEPTION MANAGER

### BACKGROUND INFORMATION

Hotel receptionists take reservations and cancellations, take and pass on messages, compile bills and handle payments and liaise with housekeeping regarding occupation of rooms. Hotel reception managers oversee the running of the hotel reception department.

### INDUSTRY REQUIREMENTS

There are no formal entry requirements to work as a hotel reception manager. It is possible, however, to gain an NVQ level 3 in supervisory management (reception) and an NVQ level 4 in front office management. It is sometimes advantageous for a hotel reception manager to be fluent in one or more foreign language.

### REGISTRATION WITH A PROFESSIONAL BODY

There is no registration requirement with any professional body.

### WORK PERMIT TREATMENT

**B&C:** Hotel reception manager positions that require a worker to have three years experience at a standard equivalent to or above NVQ level 3 meet the criteria. This requirement will be the exception rather than the rule – In many establishments staff can be directly promoted to hotel reception manager with experience only at the lower level of hotel receptionist (NVQ level 2).

The salary offered, number of rooms, conference facilities, hotel turnover, and industry awards (such as recognised star ratings) may all be indicators of a hotel with higher requirements for this position, and indication that the position may meet the skills criteria.

Caseworkers should seek clarification on the experience requirements stated by employers (using paragraph P61C) if they have doubts about the experience required for the post.

### SALARY

A higher salary may be an indicator that the post is more highly skilled. Where such a job requires at least three years experience at NVQ3 the salary should reflect this level of skill and experience, and be at a level which is proportionately higher than the minimum shown in the range below. Further clarification on the skill level of such posts should **not** normally be sought if the salary is above £17,000 unless there is specific cause for doubt on an individual application. These salaries are for a 40hr week:

Hotel Reception Manager (4-star and above)	£17,000 - £31,000
Hotel Reception Manager (3-star and below)	£15,000 - £26,000

## TWES

### TWES Training

TWES training applications can be approved when the OSN is undertaking work-based training.

### TWES Work Experience

This occupation is suitable if the work experience criteria are complied with. The work experience programme should be detailed and bespoke for the individual and the employer, naming the supervisor.

Where the TWES programme is a placement as part of a qualification, caseworkers should check that the employer has provided confirmation that the qualification requires work-based training – for example, in the form of a letter from the college/university running the course.

Caseworkers should check that the duties described in the TWES programme are at a minimum NVQ level 3 and that the placement is supernumerary. The TWES programme should clearly explain what skills the OSN will be learning and who they will be shadowing / be supervised by at each stage. A programme which simply places an OSN in different departments for several months at a time may indicate that the OSN is filling one or more vacancies. Front-of-house positions (such as head waiters) are unlikely to be suitable for TWES.

Where caseworkers have doubts that the OSN will be supernumerary, caseworkers should consider the following questions, seeking clarification from employers where necessary:

- Will the OSN be completing tasks essential to the employer's core business?
- Has a detailed TWES programme been provided?
- Will the OSN be shadowing, or be directly supervised by, a senior member of staff who is working at NVQ level 3 or above?
- What is the ratio of TWES permit holders to permanent staff?
- Are there any current vacancies in the departments where the OSN will be working?
- If the OSN leaves will they need to be replaced?
- Can the employer financially support the TWES arrangements? How does the employer benefit from TWES?

The individual's career history, their qualifications and the quality and size of the employer should also be assessed to determine whether the individual will benefit from the work experience.

Where the OSN will be filling a vacancy, the application should be considered under the B&C criteria. If an application is approved under TWES, and caseworkers still have concerns that the OSN will be filling a vacancy, or that the TWES programme will not be adhered to, they should consider requesting a post-issue check.

## ADVERTISING

Vacancies may be advertised in relevant sections of national newspapers, Jobcentre Plus and on specialist websites.

Caseworkers should note that the normal route towards senior positions in the hospitality industry is through previous experience. Advertisements may sometimes ask for relevant qualifications (e.g. HND), but these should state clearly that previous experience is also acceptable as an alternative to qualifications. Advertisements that ask for a qualification alone or imply that a qualification is required may be considered restrictive.

**Caterer & Hotelkeeper**, Reed Business Publishing, Quadrant House, The Quadrant, Sutton, Surrey, SM2 5AS. Tel. 020 8652 8680

**Hospitality Magazine (The Magazine for Hospitality Management Professionals)**  
Institute of Hospitality, 34 West Sutton Street, Sutton, Surrey, SM1 1SH. Tel: 020 8661 4900. Fax: 020 8661 4901

[www.caterer.com](http://www.caterer.com)

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

[www.totaljobs.com](http://www.totaljobs.com)

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

## FURTHER INFORMATION

**British Hospitality Association (BHA)**, Queens House, 55-56 Lincoln's Inn Fields, London, WC2A 3BH. Tel: 020 7404 7744, Fax: 020 7404 7799, Email: [bha@bha.org.uk](mailto:bha@bha.org.uk)

**Institute of Hospitality** Trinity Court, 34 West Sutton Street, Sutton, Surrey, SM1 1SH. Tel: 020 8661 4900. Fax: 020 8661 4901. [www.instituteofhospitality.org.uk](http://www.instituteofhospitality.org.uk)

**Hotel and Catering Jobcentre**, 1-3 Denmark Street, London, WC2H 8LR. Tel: 020 7853 3200, Fax: 020 7853 3241.

**People1st** - 2nd Floor, Armstrong House, 38 Market Square, Uxbridge, Middlesex, UB8 3LH. Tel: 0870 060 2550 Fax: 0870 817026. E-mail: [info@people1st.co.uk](mailto:info@people1st.co.uk), website: [www.people1st.co.uk](http://www.people1st.co.uk)

**Springboard UK**, 3 Denmark Street, London, WC2H 8LP. Tel: 020 7497 865. E-mail: [info.london@springboarduk.org.uk](mailto:info.london@springboarduk.org.uk)



## ANNEX 1

There is no registration requirement with any professional body for employees within restaurants.

**EC Regulation 852/2004** replaces the requirement under the now revoked Food Premises (Registration) Regulations 1991 as amended and requires that if an employer operates a food business they must register with the local authority.

Those premises that were registered under the old regulations need not re-register under the new regulations.

Links to the new regulations can be found below along with a copy of the old 1991 regulations.

England - <http://www.opsi.gov.uk/si/si2006/20060014.htm>

Scotland - <http://www.opsi.gov.uk/legislation/scotland/ssi2006/20060003.htm>

Wales - <http://www.opsi.gov.uk/legislation/wales/wsi2006/20060031e.htm>

Northern Ireland - <http://www.opsi.gov.uk/sr/sr2006/20060003.htm>



Food Premises  
Regulations

Caseworkers should ask the employer for evidence of registration if this has not already been submitted to establish the UK employer.

## ANNEX 2

The following countries have their own Sommelier Societies:

<b>Argentina</b>	<b>Australia</b>	<b>Austria</b>	<b>Belgium</b>	<b>Brazil</b>
<b>Canada</b>	<b>Chile</b>	<b>Croatia</b>	<b>Czech Republic</b>	<b>Denmark</b>
<b>Finland</b>	<b>France</b>	<b>Germany</b>	<b>Great Britain</b>	<b>Greece</b>
<b>Hong Kong</b>	<b>Iceland</b>	<b>Ireland</b>	<b>Italy</b>	<b>Japan</b>
<b>Korea</b>	<b>Luxemburg</b>	<b>Mexico</b>	<b>Monaco</b>	<b>Netherlands</b>
<b>Norway</b>	<b>Portugal</b>	<b>Romania</b>	<b>Slovakia</b>	<b>Slovenia</b>
<b>Spain</b>	<b>Sweden</b>	<b>Switzerland</b>	<b>USA</b>	<b>Venezuela</b>