

Employ GM

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DOING THINGS DIFFERENTLY FOR OUR WORKFORCE



Working in Hospitality

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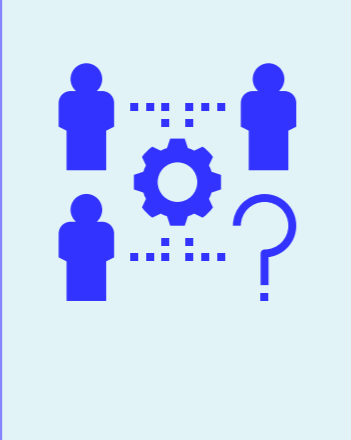
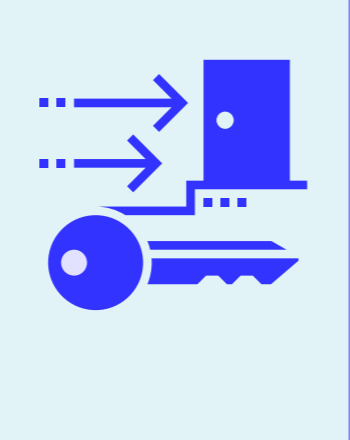
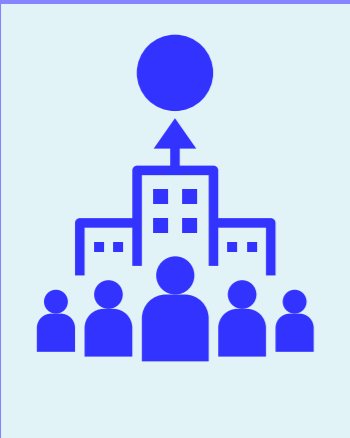
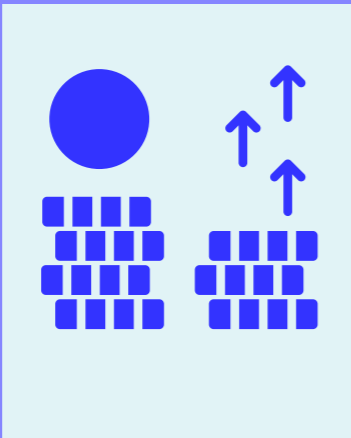

£25,000
average wage
for jobs in
Hospitality

178,000
vacancies in
February 2022

20%
minimum hourly
increase across
all roles

The Hospitality sector is a huge and thriving sector, with many potential roles and career paths, covering roles in various venues, such as hotels, bars and restaurants. It is an industry where your skills in one role will prepare you for another - your skills becoming easily transferable. Also, the Hospitality industry can offer you lots of flexibility, comparative to many other sectors, with a wide variety of roles available, and shift work that can fit around your schedule.

Key Stats

 <p>Hospitality has been hit hard by COVID-19; bars and clubs have fared the worst, however domestic tourism has had a better year than the rest of the sector.</p>	 <p>Job vacancies in the hospitality sector have seen large increases and are higher than pre-pandemic levels.</p>	 <p>From 19,000 vacancies in December 2020, to an estimated 178,000 vacancies in February 2022 – meaning there are lots of opportunities.</p>
 <p>Average wage for jobs in Hospitality is £25,000</p>	 <p>From January 2022 employers have increased hourly by a minimum of 20% across all job roles</p>	 <p>The Tourism & Hospitality sector is one of the top employers in offering staff benefits and access to many employee schemes and perks</p>

Typical Job Opportunities

Bar Team Member

As a Bartender your role will be to produce and deliver drinks that meet with the company standards and ensure that the service you provide meets with service standards expected. You will need to have a welcoming and professional approach at the bar and have good attention to detail to produce drinks to the set specifications. In your role you will gain extensive wine, spirits and cocktail knowledge to lead the bar service and deliver outstanding results.

Kitchen Assistant

As a Kitchen Assistant, you'll play a main part in keeping the kitchen running efficiently and spotlessly clean during and after service. You'll be responsible for cleaning utensils and dishes along with general kitchen duties and on occasion, basic food and ingredients preparation. Sparkling surfaces and pride in what you do are a must if you want to be a successful Kitchen Assistant within a busy Kitchen Team. Starting as Back of House presents a great career progression. Your future roles to progress into include Commis (Junior) Chef, Chef de Partie, Sous Chef, Head Chef.

Hotel Receptionist

As the Receptionist, you are the face of the hotel and the organisation as well as being a key person who can shape the overall guest experience. It is your role to ensure exceptional experiences are delivered to all your guests, not only at check-in and check-out times, but also during their entire stay. Being an excellent communicator is essential to the role as it helps with building a lasting rapport with the guests each time they visit. Reporting to the Front of House Manager, you will be responsible for the successful management of all the front desk operations and creating a unique guest journey experience from beginning to end.

Restaurant Manager

very day is different. You will be responsible for ensuring the whole team is consistently providing the best service that is both informative and friendly. You shall be the main point of contact for all guests. As the Restaurant Manager you will be responsible for controlling the resources, managing the process and cultivating the development of the Food and Beverage team and shall have full responsibility of the department. This role usually involves working shifts that include evenings and weekends.

Courses and Support Available

Looking to start a career in Hospitality, or to work your way up in your existing career? Our Hospitality and Tourism Talent Hub is available to support you every step of the way. Our offer is extensive, and you will have access to:

- Accredited training courses in a wide range of suitable areas
- Work placements with top hotels in Greater Manchester
- Vocational academies focusing on getting you qualified and experienced
- Access to job support, helping you to find vacancies that suit you, before they even go live

Core Functions

Want to work in Hospitality but the traditional avenues aren't for you? There are also a wide range of roles that utilise different skill sets to support hospitality staff, directly impacting people's experiences.



Accounting - There are many exciting options in the accounting profession, as you can work in a variety of industries. Accounting pays well, offers prospects for advancement, and allows you to assist organisations to thrive into the next decade and beyond.



Business Administration - Business administration is a fast-paced job with opportunities to advance and work in a range of sectors and businesses. It's also a professional route that may lead to lots of options if you decide to move into another business sector later in life.



Human Resources (HR) - HR professionals' day-to-day responsibilities are to ensure employee wellbeing and happiness. A well-trained and organised HR department is essential for maintaining a motivated and productive workforce.



Digital Marketing - As technology advances, so too do the possibilities for more effective marketing. There's a variety of professional options to select from, whether you want to get into management, analytics, product design, or brand management- to name but a few.



IT - IT requires you to continually utilise your talents to stay up to date with modern technologies. You will develop the skills to support internal and external customers, helping them to be productive by problem-solving and troubleshooting non-routine issues.

All these roles offer a lot of flexibility within your career. Once you've trained and worked in one of these professions you can move between sectors, offering a lot of professional freedom.

Gain skills in the Hospitality sector

There are a wide variety of courses and qualifications open to you in Greater Manchester. You have a lot of choice available, so we'll run down what each option could mean for you.

Apprenticeships

An apprenticeship gives you the opportunity to "learn while you earn" and can work best for people wanting to try a new career or who feel they are practical learners. A common misconception with apprenticeships is that they are mainly for school leavers- apprenticeships are for people of all ages, and are a great way to restart your career, change your career, or progress in your current career.

Adult Courses

There are a wide range of adult courses available across Greater Manchester. Many of these courses are fully funded, which means there is no cost to you, or your employer if you are currently employed. These courses have a range of levels, meaning you can boost your skill set, or go for a full qualification in an area that interests you.

Access to Higher Education

If you would like to study for a university-level degree but don't have the traditional qualifications, Access to Higher Education courses could help you to achieve your goal. There are a variety of resources available to you to help you achieve.

Higher Education

Considering university, or a degree-level course? Higher education is the route you'd be going down- whether you'd be looking to study full-time, or if a more flexible approach would work for you, there's plenty of options available.

If you're looking to increase your skill set, there are a wide variety of options open to you- to learn more about the ways in which you can achieve in Greater Manchester, visit this page: [employgm.org/learning-and-skills](https://www.employgm.org/learning-and-skills)

How can I 'step up' into a senior role?



Certain roles require you to do a Level 2 or Level 3 Diploma in Hospitality and Catering- once you have achieved this qualification, there are lots of opportunities to step up into more senior roles.

Gain qualifications

There are over 50 vocational qualifications at different levels in hospitality. They're specific to the industry and teach you the practical skills and knowledge you need for the role you want.

You could also do an apprenticeship to help you progress; they're available for new and existing staff of any age.

Training

There are plenty of opportunities to do additional training at work and this could include classroom-based training, e-learning or on the job training.



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