



Hospitality and Catering  
SmartScreen Factsheet  
Level 2 Hospitality Team  
Member: Apprenticeship  
Training Manual



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## SmartScreen Factsheet

# Level 2 Hospitality Team Member: Apprenticeship Training Manual

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### City & Guilds SmartScreen

City & Guilds SmartScreen is our dedicated online resource portal, supporting over 120 qualifications. It currently boasts more than 80,000 resources and pages of content for tutors and learners.

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### How can SmartScreen help me?

**Price:** Please email [digital.solutions@cityandguilds.com](mailto:digital.solutions@cityandguilds.com) for details

**Product code:** SS386701-L2

**Supported areas:** Food and Beverage Service, Alcoholic Beverage Service and Food Production.

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### Resources

This form-fillable PDF training manual provides apprentices with a range of practical tasks to apply their knowledge and skills to. It is designed to support formative learning by allowing the apprentice to track their progress and record evidence.

The tasks are mapped to the apprenticeship standards and have been designed to prepare learners for the requirements of their end-point assessment. Each task is broken down into three components:

- **Know It** – these are the preparatory activities focusing on the knowledge/theory questions.
- **Show It** – these are the more active 'task'-based activities, which show the knowledge that learners have covered in the 'Know It' section.
- **Live It** – this is the 'reflective' section, where learners can detail what behaviours have been displayed by carrying out the designated task.

Throughout the manual, employers can record constructive feedback that learners can use for their development.

The tasks should cover all the skills and behaviours required for the apprenticeship but the tasks do not need to be completed in the order given in the manual. Employers and training providers should feel free to assign each task in any order.

The tasks in this manual are also available in a printed version and on Learning Assistant, City & Guilds' e-portfolio solution. Subscribers to the SmartScreen package may use the files on any e-portfolio of their choice provided that the SmartScreen subscription is maintained.

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### Why choose SmartScreen?

Shake learning up	Offers flexibility in lesson delivery and learning styles.
Learn inside and outside the classroom	With increased internet speeds available to learners using smartphones, laptops and tablets, resources can be accessed at any time and in any location.
Stay ahead	The definitive source for the most up-to-date information about qualification developments and delivery information.
Do what you do best	Our lesson plans, handouts and worksheets will save tutors time, meaning that they can keep their heads out of the paperwork and teach.
Peace of mind	Peace of mind that the resources fully support the qualification.

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