



Course details

Course title

Preparation for Work in Hospitality

Course code

Q00027773

Course date

Start: 11/11/26

End: 28/04/27

Number of classes

20 sessions

Timetable

Wed 11th Nov, 9:15 to 12:15

Wed 18th Nov, 9:15 to 12:15

Wed 25th Nov, 9:15 to 12:15

Wed 2nd Dec, 9:15 to 12:15

Wed 9th Dec, 9:15 to 12:15

Wed 16th Dec, 9:15 to 12:15

Wed 6th Jan, 9:15 to 12:15

Wed 13th Jan, 9:15 to 12:15

Wed 20th Jan, 9:15 to 12:15

Wed 27th Jan, 9:15 to 12:15

Wed 3rd Feb, 9:15 to 12:15

Wed 10th Feb, 9:15 to 12:15

Wed 24th Feb, 9:15 to 12:15

Wed 3rd Mar, 9:15 to 12:15

Wed 10th Mar, 9:15 to 12:15

Wed 17th Mar, 9:15 to 12:15

Wed 7th Apr, 9:15 to 12:15

Wed 14th Apr, 9:15 to 12:15

Wed 21st Apr, 9:15 to 12:15

Wed 28th Apr, 9:15 to 12:15

Tutor
TBC T.B.C

Fee range

Funding available - £480.00

How you'll learn

You'll join a small group of fellow learners for classes at the venue indicated. Some materials may be provided in our virtual learning environment.

Got it!

In venue

Venue

Phoenix House
1 King Street
Leicester
LE1 6RN

Level of study

E

Course overview

This course is funded by the Department for Education and only open to residents living in non devolved authorities. Preparation for Work in Hospitality is a welcoming and practical course designed for anyone interested in starting a career in cafés, restaurants or hotels. You will explore different job roles, customer service expectations and workplace behaviours. You'll take part in activities that build confidence, communication and problem-solving skills. You will also complete tasks such as reading rotas, understanding shift patterns, and working out menu prices. By the end of the course, you will have developed the skills and knowledge needed for hospitality roles and created a personal plan for your next steps.

Course description

Preparation for Work in Hospitality is an ideal starting point if you are interested in working in cafés, restaurants, hotels or other front-of-house environments. This course is designed for beginners and focuses on building confidence, understanding workplace expectations and developing the practical skills needed for customer-facing roles in hospitality.

You will learn about different job roles in hospitality and explore what employers look for. Through practical activities and supportive discussions, you will develop your verbal and non-verbal communication skills,

helping you feel more confident when speaking with customers and colleagues. You will also learn how to respond to customer problems using clear and positive approaches.

The course includes hands-on practice with everyday hospitality routines such as preparing basic service areas and keeping spaces tidy. You will also complete tasks such as reading rotas, understanding shift patterns and adding up menu prices.

Throughout the course, you will receive guidance on your future options. You will create a personal progression plan to help you move towards further training or employment in the hospitality sector. No previous experience is needed—just enthusiasm and a willingness to learn.

What financial support is available?

We don't want anything to stand in your way when it comes to bringing Adult learning within reach so if you need anything to support you to achieve your goals then speak to one of our education experts during your enrolment journey. Most of our courses are government funded but if you don't qualify or need alternative financial help to access them then let us know.

What other support is available?

All of our digital content, teaching and learning activities and assessments are designed to be accessible so if you need any additional support you can discuss this with the education experts during your enrolment journey and we will do all we can to make sure you have optimal access.

Source URL: <https://www.wea.org.uk/courses/skills-work/other-sectors/11-november-preparation-work-hospitality>