

# BM *Front of House* Early Careers *Pathway*



## *Exciting* Career Opportunities

Team Leader  
|  
Café/Hospitality supervisor  
|  
Departmental/ Deputy Manager  
|  
Site/ General Manager

Move into a Receptionist Role  
|  
Senior Administrators  
|  
Financial Administrator

Continue studies to level 3 and Level 4  
|  
Move into a supporting/ Administrative role  
|  
Join the Marketing/ Finance/ Sales team

# People & Talent

## BM *Front of House* Early Career Pathway

When you join us, you will spend your first month getting to know your team, your site and your manager. You will be given a full company induction and will be invited to our “Meet the Directors” session. On the job training will commence from day 1, including access to our full suite of online learning opportunities.

In month 2, you will be enrolled onto the Customer Service Practitioner or the Hospitality Team Member Level 2 Apprenticeship, where you will develop the skills you need to excel in your role. Representing an £3,500 investment in your development, the course will typically take 12-18 months to complete.

We will celebrate the end of your first 3 months making sure you are publicly welcomed into our business on our internal communications app Yapster, and our external social media channels.

During months 4-6 you will be invited to attend our Perkee Foundation and Latte Art classroom training sessions in our dedicated barista academy room in the heart of London so that you can add to your skillset.

After you have completed 6 months, you will begin to gain experience in a variety of BM Locations, applying your skills in different ways and meeting new people along the way. At this point we will invite you to attend our site-based workshops, giving you additional training in the areas of communication, finance, the customer experience, and food and marketing photography.

During months 6-12, you will be invited to join one of our Food Innovation Tours of London, getting to see and talk about the best that London has to offer with your colleagues. At the end of your first year, you will be invited to attend a celebratory fine dining lunch at one of our London sites.

As you complete your Level 2 NVQ course, it will be time to think about your next steps. You will be invited to say hello at a senior manager meeting to help you to understand other aspects of the business.

We will also facilitate a meeting with your management team to help you to create your ongoing personal and professional development plan.

You will be eligible to attend our Advanced Barista training sessions, and make use of various development opportunities at level 3 – career pathways open to you at that point include Team leader, café or hospitality supervisor - departmental manager – deputy manager – site manager

FOH receptionist – senior administrator – financial administrator

You may also wish to take your career in a different direction such as business administration, sales and marketing, or finance – working in contract catering for a large group such as WSH provides many and varied options for development.