



 Class of 2020

**EAST OF ENGLAND  
APPRENTICESHIPS**

**JOB ROLE**

Hospitality Manager

**COMPANY**

Bills

**COMPANY SIZE**

1001+ employees

**APPRENTICESHIP**

Higher Apprenticeship  
in Hospitality  
Management



■ **INTRODUCING  
GOSIA ROGALSKA**

Having worked with Bills restaurant group for eight years, it's fair to say that Gosia got her fair share of experience in the varying sectors of the business. Starting out as a training and support chef, she developed her skills within the kitchen quickly and held this position for a number of years. Seeking a further challenge within the company, Bills were happy to oblige and offered Gosia an opening chef position which included overseeing kitchen training for staff members. Fast forward to present day, and Gosia has been heavily involved with food development and curating menu's to roll out across the national branches of Bills restaurants.





Initially a small, family business with a handful of restaurants, Gosia witnessed the enormous expansion of the brand and was part of the team that helped grow Bills into the chain we know and recognise today. In that time, the company have grown from 7 restaurants to a huge 82, with the focus of the last five years being expansion across the board. As part of this, Gosia began to look at what could work better within the business, from upskilling the service to decor and driving evening sales (the company were well known for breakfast and lunch, but wanted to develop in to a brand known for evening meals too).

In undertaking the Level 4 apprenticeship for hospitality management, Gosia immediately realised that she knew much more than she was aware of, and the course helped to solidify this knowledge. A large part of her role was creating training plans for trainee chefs, and although initially she was not entirely confident in this, modules around training techniques and leadership skills helped her to grow into the position. For the most part, the programme provided theoretical backing to the practical application of a role that Gosia was rolling out on a daily basis which made the whole learning experience really practical and useful.

Moreover, the people management elements of the course helped her within the workplace and gave her a much better understanding of the dynamics involved working in a team. There were also modules on equality and diversity which gave her an understanding around these elements that she previously lacked.

In terms of challenges with certain elements, Gosia had no problem admitting that numbers are not her 'strongest' skillset. So, Barry, her course tutor, provided assistance with the financial sections of the course. When applying these skills to her role this involved building dishes with an awareness of cost, as well as understanding pricing from a business and consumer perspective. Moreover, there was a need to manage time effectively during the course, as Gosia was juggling both her day job and the qualification.

In terms of the assessments, Gosia first had to complete functional skill qualifications in maths and English. This aided her ability to write well in the written assignments, an element of the course that she particularly enjoyed (even surpassing the 10,000 word count limit in her initial submission). The apprenticeship end point assessment included a few different elements including written and multiple-choice tests and recorded professional discussions. There was also a business project to complete as part of the assignment which Gosia thoroughly enjoyed. Although the level of detail on the multiple-choice questions took Gosia by surprise, the assessments were generally straightforward and consisted of easy to digest content.

Unfortunately, with the impact of Covid-19 on the hospitality industry, Gosia regrettably left her role with Bills to pursue a career as a private chef. In the future, she would like to return to a position where she is able to train individuals again and apply the skills she developed during the course as she would feel much more confident in doing so. As far as content is concerned, Gosia stated that the programme is fantastic, and gave a full overview of the knowledge required for management at a practical level. She also stated that given the impacts of Covid-19, the course was particularly well managed and the stresses around this were well covered and executed - scheduling professional discussions via Zoom for example.





Barry from Training Provider, PLG says Gosia should be praised for her grit and determination in committing to the course despite having to juggle such responsibility. She is great at what she does, and the apprenticeship programme was critical in developing her understanding of “why” she was undertaking certain processes. Her ability was most evident in her business proposal, in which she was able to clearly create a plan of action to train mid-level chefs across the business — something that was a vital need within Bills. The Level 4 apprenticeship programme which she achieved a Distinction grade for, helped her to understand and apply theories around management in her day job, which in turn allowed her to create a clear proposal that would motivate others and effectively fulfil a need within the business.

**“THE PROGRAMME ALLOWED GOSIA TO APPLY THE THEORY BEHIND HOSPITALITY MANAGEMENT TO HER DAY JOB”**

