

HILTON WORLDWIDE
NATIONAL APPRENTICESHIP ACADEMY



HILTON APPRENTICESHIP PARTNER

Ten brands. 90 countries. 3,900 hotels.
650,000 rooms. 5 Apprenticeship Academies,
countless career opportunities...

ABOUT US

Hilton Worldwide is a leading global hospitality company that for 93 years has offered the finest in accommodations, service, amenities and value. We are dedicated to continuing a tradition of providing exceptional guest experiences across our global brands and the learning and development of our team members through the Hilton Apprenticeship Academy is at the heart of this commitment.

From the front desks of our award-winning hotels to the kitchens of our finest restaurants to event planning in exotic locations, there may be a job for you with Hilton Worldwide. We're always on the lookout for people that are interested in a career in the hospitality industry so get in touch today.

"The Hilton Apprenticeship Academy provides entry into the exciting world of hospitality and an attractive route into employment with one of the world's leading companies of its kind"

Ben Bengougam, vice president, human resources, Europe, Hilton Worldwide

OUR VISION AND VALUES

"To fill the earth with the light and warmth of hospitality" Conrad Hilton, 1919

HOSPITALITY	We're passionate about delivering exceptional guest experiences.
INTEGRITY	We do the right thing, all the time.
LEADERSHIP	We're leaders in our industry and in our communities.
TEAMWORK	We're team players in everything we do.
OWNERSHIP	We're the owners of our actions and decisions.
NOW	We operate with a sense of urgency and discipline.

Joining the Hilton
Apprenticeship Academy isn't
just a job; it is an open door to
a great career in the Hospitality
Industry.

THE HILTON APPRENTICESHIP ACADEMY

The Hilton Apprenticeship Academy includes one of five 12-month Apprenticeships across a range of hospitality job roles.

It will help you gain the skills and knowledge to work in one of the following areas:

KITCHEN
FRONT OF HOUSE
FOOD AND BEVERAGE
EXERCISE AND FITNESS
MULTI-SKILLED HOSPITALITY

WHAT DOES IT INCLUDE?

The Apprenticeship Academy has been developed by Hilton Worldwide as a bespoke programme that offers individuals training from our industry experts and enhances this experience with Development Workshops and Masterclasses that teach the additional skills and knowledge needed to become an expert in their field

Apprentices are employed on a permanent basis by Hilton Worldwide and work towards one of five Level 2 Apprenticeship qualifications that are equivalent to five GCSEs at grade A-C. The Hilton Apprenticeship Academy is fully-funded; including tuition fees and Apprentices earn a wage for the duration of the training.

SOUND GOOD?

If you are interested in a career in the hospitality industry

- ✓ Don't have a degree, HND or Level 4 qualifications
- ✓ Are not in any other form of training
- ✓ And have the right to remain in the EU indefinitely

THEN THIS COULD BE FOR YOU!



HILTON APPRENTICESHIP PARTNER

CALL OUR APPRENTICESHIP PARTNER
LIFETIME TRAINING ON

0870 120 1207



What's in it for you?

QUITE SIMPLY YOUR ROAD TO AN EXCITING HOSPITALITY CAREER BEGINS HERE...

Hilton Worldwide offers a world of opportunities within our properties, which continue to grow in number around the globe. From entry level to executive roles, we're always looking for exceptional talent to join the Hilton team, especially at a time when we are experiencing rapid growth.

Plus the Hilton Apprenticeship Academy offers you the chance to:

- ✓ EARN WHILE YOU LEARN IN A JOB YOU CAN BE PASSIONATE ABOUT
- ✓ RECEIVE SUPPORT FROM THE HILTON TEAM AND LIFETIME TRAINERS THROUGHOUT YOUR APPRENTICESHIP
- ✓ GAIN ADDITIONAL SKILLS AND KNOWLEDGE THROUGH THE HILTON DEVELOPMENT WORKSHOPS, 'A DAY IN THE LIFE' WORK SHADOWING AND HILTON MASTERCLASSES THAT WILL SET YOU APART FROM THE REST
- ✓ BE APPRECIATED, AS A VALUED AND RESPECTED MEMBER OF THE HILTON TEAM
- ✓ BE PART OF AN INSPIRING AND STIMULATING CULTURE THAT EMBRACES NEW THINKING
- ✓ ENJOY A WORLD OF POSSIBILITIES; SO WHEREVER YOU WANT TO GO NEXT, YOU CAN WITH HILTON WORLDWIDE
- ✓ EXPERIENCE A STRUCTURED LEARNING ENVIRONMENT

Improving ourselves and our service

At Hilton Worldwide we continue to provide memorable experiences because an important part of our business is our culture. A key part of that culture is having the most talented and well-trained team members in the industry. We make sure our Apprentices gain the skills and knowledge to do their jobs effectively today, and the chance to develop themselves for tomorrow.

The Hilton Apprenticeship Academy offers an enhanced learning experience through our Development Workshops, A Day in their Life Management Work Shadowing and industry Masterclasses.

DEVELOPMENT WORKSHOPS

Remaining true to our culture, vision and values is what makes us a leading global Hospitality business and defining the behaviours and attitudes that will help you enjoy a successful career with Hilton Worldwide has become an integral element of our Apprenticeship Academy. It teaches what we do, how we do it and why.

A DAY IN THEIR LIFE

Management Work shadowing – experience what it's like to progress to the next level with Hilton Worldwide. Spend a day seeing first-hand what a job in management or in a different department is like by shadowing someone who actually does it. These experiences mean Hilton Worldwide Apprentices are ready for new opportunities when they complete their training.

MASTERCLASSES

At Hilton Worldwide we pride ourselves on having the very best trained staff in the industry. Our Apprenticeship Materclasses are tailored to enhance the qualifications we offer and are delivered by industry professional's ensuring our Apprentices develop the very highest level of skills and knowledge for their role.

Our Masterclasses cover everything from butchery to customer loyalty, from wine service to group studio cycling, all taught by professional experts.

TOP TIP

If you're invited to attend a Hilton Apprenticeship Academy selection day, remember this is your chance to shine. Make a good impression – bring along a completed CV, any GCSE certificates you may have and lots of enthusiasm!!

PLUS

- ✓ BE NOMINATED FOR HILTON APPRENTICESHIP AWARDS QUARTERLY AND ANNUALLY
- ✓ LEARN ABOUT DIFFERENT TEAMS AND JOB ROLES AT HILTON WORLDWIDE
- ✓ VISIT DIFFERENT HILTON WORLDWIDE HOTELS
- ✓ EXPERIENCE DIFFERENT HILTON WORLDWIDE BRANDS

4 STEPS TO A CAREER WITH HILTON

1	2	3	4
UPON APPLYING YOU WILL BE SUPPORTED THROUGH THE SELECTION PROCESS BY A LIFETIME TRAINING ADVISOR	IF SUCCESSFUL YOU WILL JOIN THE APPRENTICESHIP ACADEMY, WHERE YOU EARN AND LEARN WITH HILTON WORLDWIDE	KEEP LEARNING – THE HILTON APPRENTICESHIP ACADEMY INCLUDES A RANGE OF ENHANCED LEARNING EXPERIENCES	ENJOY A WORLD OF CAREER OPPORTUNITIES...

"Attracting the right talent into our business at all levels remains integral to our business strategy, especially at a time where we are experiencing rapid growth across the UK. We recognize the need to ensure young people have access to opportunities and training so they obtain the necessary skills to make them attractive in a global marketplace."

Ben Bengougam, vice president, human resources, Europe, Hilton Worldwide





LivingWell Fitness and Leisure Academy

QUALIFICATION: INSTRUCTING EXERCISE AND FITNESS LEVEL 2 – WITH ADDITIONAL GROUP STUDIO CYCLING OR CIRCUITS

Who is it for?

The LivingWell Fitness Academy is the perfect route for anyone who wants to work within a gym or leisure club environment.

It will give you the skills and knowledge to become a well-rounded fitness professional who has the ability to interact confidently with members, perform vital daily roles and improve your skill-set by being able to teach one of two popular on-trend group classes.

At LivingWell we want our members to interact with professional people who have been trained to the highest industry standards. You will also be able to lead Group Exercise classes as part of a gym timetable.

What's in it for you?

Learn how to instruct, observe and support gym-based activities, motivate and support members and develop individual fitness programmes that meet individual goals. Improve your employability by being able to also teach one of two popular on-trend group classes.

JACK MARSHALL
HILTON GROSVENOR, GLASGOW

"I didn't realise what a big opportunity it was, when I joined the Hilton Academy, but I couldn't ask for more in terms of an experience. I now understand how important this is for my future."

Hilton Chef Academy

QUALIFICATION: PROFESSIONAL COOKERY APPRENTICESHIP LEVEL 2

Who is it for?

If you want a career as a Chef then the Hilton Chef Academy will give you all the skills and knowledge you need to start a career in the world of professional cookery.

The Chef Academy can make you a credible candidate for promotion in a kitchen in one of the Hilton Worldwide properties around the world.

HARVEY MARTIN
HILTON DOUBLETREE, CAMBRIDGE

"I wanted to train to be a chef, it is my passion. I would recommend an Apprenticeship; you are in a job and learning and the tutors are very reliable."

What's in it for you?

The Professional Cookery Level 2 Apprenticeship will cover everything from preparing and cooking complex dishes and creating a menu, to food hygiene and how to store food safely, while working in a Hilton Worldwide kitchen.

And to ensure that you understand everything about the food you are preparing; its provenance, how to combine ingredients for the best results, cooking dishes from fresh, the Hilton Chef Academy Masterclasses, with expert chefs will enhance your food knowledge and skills even further. You will be able to add flexibility to your dishes and take advantage of seasonal produce, meaning our customers are served mouth-watering meals made from the freshest ingredients.

TOP TIP

Before you apply for a place on a Hilton Apprenticeship Academy, find out about what a job in hospitality means – come prepared!



Hilton Front Office Academy

QUALIFICATION: FRONT OF HOUSE APPRENTICESHIP
LEVEL 2

What is it?

At Hilton Worldwide we are committed to providing exceptional guest experiences and offering the very best customer service.

Our Front Office team are at the forefront of this commitment and the Hilton Front Office Reception Academy will teach you all the skills and knowledge necessary to ensure you are able to deliver the highest standards of care that will be appreciated by our customers and your colleagues.

What's in it for you?

Working in a Hilton Worldwide hotel, you can ensure your customers and guests receive the highest standards of service and attention as soon as they enter they walk in our doors, providing a truly memorable guest experience.

The Front of House Apprenticeship is the Hospitality sector's recognised professional qualification for staff involved in front office and reception activities. It will help develop your skills and knowledge when dealing with arrivals and departures, customer enquiries and problems.

As part of the Hilton Front Office Academy, our unique Masterclasses can enhance your skills and knowledge even further. With a world of opportunities this can be the start of an exciting career.

Hilton Food and Beverage Academy

QUALIFICATION: FOOD AND BEVERAGE
APPRENTICESHIP LEVEL 2

What is it?

Develop all the customer service, table service and food and beverage service skills that will make you an invaluable member of the Hilton team. It is a great foundation to kick-start a career in hospitality.

The Hilton Food and Beverage Academy provides a strong foundation for any career with Hilton Worldwide and is ideal for developing excellent food and drink service skills and knowledge. It is designed for people that work in a variety of food and beverage front line positions; serving customers, taking payments and who are required to demonstrate excellent customer care skills.

What's in it for you?

The Food and Beverage Apprenticeship will help you develop your skills and knowledge to enable you to offer the highest standards of customer care and table service.

With our additional Hilton Masterclasses you will learn everything from team work, different service and cover changes to food safety and hygiene and be able to confidently inform your guests on the best wine to accompany their meal.

NATASHA MCDONALD
HILTON STRATHCLYDE

"I never thought I would become a Chef at Hilton but I'm a great example of how the Apprenticeship programme can give you a career in the kitchen."



TOP TIP

Before you attend a selection day, do some research on Hilton; tell us why you want to work for us.



Hospitality Academy

QUALIFICATION: HOSPITALITY SERVICES APPRENTICESHIP

What is it?

This Academy is designed specifically for those who want to experience a range of key roles at Hilton Worldwide. Working across a number of departments, this Academy teaches the multi-discipline skills and knowledge needed to work across a number of positions.

What's in it for you?

The multi-skilled Hospitality Services Apprenticeship teaches all the skills and knowledge required to work in a role that includes front office support, food and beverage service, customer service and sales; It is an ideal route to discover what a career with Hilton Worldwide can offer.

In a busy Hilton site where no two days are the same, this Academy and additional Hilton Masterclasses will give you an excellent foundation on which to build a very long and rewarding career.



Hilton's Apprenticeship training partner

Training a professional workforce with the required skills and knowledge whilst motivating them to deliver exceptional customer service is part of Hilton's ongoing commitment to be the preeminent global hospitality company - the first choice of guests, team members, and owners alike.

To help us achieve this, Hilton's Apprenticeship training partner, Lifetime Training have helped to create the Apprenticeship Academy and will deliver the Apprenticeship training support to our Apprentices.

Lifetime Training are experts in recruiting talent into the Hospitality industry and helping to deliver the qualifications which we consider long-term investments in staff development and offer team members a great range of career options within Hilton.

Lifetime's trainers will provide 1-2-1 support and guidance for team members throughout their Apprenticeship training. They will visit Apprentices regularly at their place of work and with the Hilton team manage each Apprentice's progression to ensure they get the most out of their Academy.



If you are looking for an exceptional career,
then we're looking for exceptional people.

Are you ready to change the world, one stay
at a time?

DANIELA IANNELLI
THE WALDORF HILTON

"I have met many influential people who I aspire to one day become, they are guiding me, through my fledging career."

"I have been giving many responsibilities, and have attended several training courses which I feel have been so valuable for my progression."

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