

THINK ABOUT

YOUR HOSPITALITY SUPERVISOR BUSINESS PROJECT END-POINT ASSESSMENT



Business Project Purpose

The purpose of your business project is to show wider understanding of the business you work in and identify and think through how an improvement could be made to the way it operates.



The business project should focus around an opportunity, challenge or idea relevant to your day-to-day job role. The project should be 2,000 to 5,000 words long and will involve gathering information and making recommendations to management.

Business Project Proposal

Discuss your project idea and purpose with your employer and on-programme apprenticeship tutor, they will be able to support you and offer you advice as to whether the idea is a realistic recommendation for the business.



Once agreed you will then need to prepare a 2-page outline of your proposed project and submit it to your employer or on-programme apprenticeship tutor. This proposal will be reviewed at your gateway meeting and must be approved by your end-point assessor after the gateway meeting.



Business Project Structure

Your written report should be **2,000** to **5,000** words long and should follow the structure below:

An introduction and background

- Explain how the business fits into the hospitality industry
- Give a detailed introduction and background of the wider business, your department, team (e.g. other departments, head office, local community/customer profile)

Focus, Aims and Objectives

- Provide detailed aims and objectives for the project
- Explain the current situation and how you identified the problem, challenge or improvement to the business

PROJECT STRUCTURE

Research

- Explain how the research was undertaken
- Detail how you keep up to date with trends and the changing hospitality industry
- Show how you have used a range of qualitative and quantitative research methods effectively, including obtaining information from stakeholders, such as team members, management, suppliers or customers
- Show how you have used a logical, coherent approach in your research
- Describe how you consulted relevant stakeholders (e.g. customers, team members, managers) to inform the results and recommendations

Findings

- Explain how your suggested improvement(s) will lead to measurable improvements and benefits to the business, department, team or area of working
- State the improvements and benefits to the organisation and how you will measure and be able to monitor these

Conclusion and Recommendations

- Explain how the idea could be implemented
- Justify your recommendations and review your project to ensure it is in line with organisational and legal guidelines
- Make detailed recommendations for the implementation, including time frames for implementation, why deadlines are needed and the potential costs to the business

Assessment Hint/Tip

Throughout the project ensure you stress why your improvement or idea is valid and needed by the business!

How the Business Project Links to the Presentation

Once you have completed your project you should submit it to your employer and/or on-programme apprenticeship tutor who will then submit it to the end-point assessor.

The end-point assessor will review the project in preparation for your 30-minute presentation on the project you have completed. You can choose the most appropriate method to present your project to the assessor, e.g. PowerPoint presentation or interactive demonstration. The 30 minutes includes time for questions and answers at the end.

Assessment Hint/Tip

Take supplementary material into the presentation, e.g. photos, video clips, figures and brochures to help you show your research and recommendations.

Use the headings in the **Business Project Structure** above to help you format your presentation.



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