

During your observation you need to show off all the knowledge, skills and behaviours you have learnt during your apprenticeship.

Your observation will be no longer than 2 hours. You should use this time to demonstrate to your end-point assessor your practical skills, knowledge and behaviours in the workplace. If you want to you can explain what you are doing and why you are doing it.

Keep an eye on the time and make sure you cover all the areas and tasks you planned to show the assessor.

Fill in the table below to help you keep to your plan.

Area/Activity	Duration

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THINK ABOUT
YOUR HOSPITALITY TEAM MEMBER
CONCIERGE END-POINT ASSESSMENT
PRACTICAL OBSERVATION

Show off your skills!

- Show excellent customer service skills, building a rapport with customers and colleagues
- Apply company/brand standards
- Follow policies and procedures to maintain the dining area
- Prioritise tasks, work efficiently and effectively

SKILLS

Customer

- Act on information and demonstrate effective, two-way communication skills
- Establish customers' needs and confirm a clear understanding of their needs
- Meet customers' needs or explain why their needs cannot be met
- Go beyond customers' expectations, e.g. turn a complaint into an opportunity to retain a customer
- Use initiative to improve customer service

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Business

- Represent the business/brand standards
- Meet deadlines and take responsibility for yourself and your work requirements
- Work within legislative guidelines and procedures
- Prioritise tasks and work efficiently in a well-organised and fast manner

People

- Welcome and support colleagues and customers to ensure required information, goods and services are provided



First Line Supervision/Team Leading

- Demonstrate positive and encouraging behaviours to maintain professionalism
- Demonstrate the ability to maintain personal and other team members' safety
- Demonstrate pride in the delivery of products and services

Concierge

- Provide accurate information to customers and effectively communicate information about services/bookings/customer requirements
- Book additional services for customers
- Provide confirmation to the customer and update necessary records
- Receive and store/move customer/organisational property
- Offer customers different ways of accessing the information they require and demonstrate where necessary, e.g. self-service
- Proactively offer to book services for customers within and external to the organisation
- Keep the area clean and tidy



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