

**Highfield Level 4 End-Point Assessment for
ST0229 Hospitality Manager - House Keeping Management
Professional Discussion Feedback Form**

Apprentice Name:	
Learner ID:	HABC
Purpose of the template	
<p>This template should be used to gather feedback regarding the apprentice's competence across the areas listed below. Feedback should be gathered from each of the below:</p> <ul style="list-style-type: none"> • a superior - a higher manager, area manager, human resource manager, company owner or director. If the apprentice does not have a superior, a main stakeholder, for example, prime customer, supplier or business associate, may be used instead. • a peer - someone of the same level in the organisation or in a similar organisation where a working relationship can be demonstrated. • a direct report - a member of the apprentice's team for whom they have line management responsibility. <p>If the apprentice does not have a superior, a main stakeholder (such as a prime customer, supplier or business associate) may be used instead. This feedback is not marked but will be used by the apprentice to reflect on their competency.</p> <p>Once the apprentice has collected the feedback, a copy must be sent to Highfield (electronically or by post) a minimum of 5 working days before the professional discussion take place.</p>	

Area of the standard (including behaviours)	Feedback comments
Business, including: <ul style="list-style-type: none"> • business vision and objectives • business finance • business strategy • management information • operational processes • business levels • contingency plans • use of technology • legislation 	

People, including: <ul style="list-style-type: none"> • risk management • people strategy • communication • team development 	
Customers, including: <ul style="list-style-type: none"> • customer service • service recovery • customer feedback • marketing • brand promotion 	
Leadership, including: <ul style="list-style-type: none"> • management and leadership skills • change management • diversity and inclusion 	
House Keeping management, including: <ul style="list-style-type: none"> • monitoring standards of cleanliness, presentation and productivity • identifying trends and opportunities for improvement • actively seeking innovative ideas for improving presentation in line with business constraints 	

Name of person giving feedback:	
Role of person giving feedback:	
Signature:	
Date:	