

Highfield Level 4 End-Point Assessment for ST0229
Hospitality Manager - Multifunctional 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 	

<p>People, including:</p> <ul style="list-style-type: none"> • risk management • people strategy • communication • team development 	
<p>Customers, including:</p> <ul style="list-style-type: none"> • customer service • service recovery • customer feedback • marketing • brand promotion 	
<p>Leadership, including:</p> <ul style="list-style-type: none"> • management and leadership skills • change management • diversity and inclusion 	
<p>Multi-functional management, including:</p> <ul style="list-style-type: none"> • planning, managing, evaluating and reviewing the work of the team and use of resources across hospitality functions • delivering products and services on time and in line with customer needs and business / brand standards • adapting and responding to changing customer, team or business demands • thinking strategically when planning the use of team members and resources to maximise current and future operations • proactively seeking ways of working that embrace multi-functional teams 	

<p>*Hospitality outlet management, including:</p> <ul style="list-style-type: none"> • managing the delivery of on and off site sales of goods and products • managing food production to ensure standards are upheld • managing cleanliness and implementing maintenance, repairs and refurbishment • actively seeking opportunities to improve the commercial presentation of the outlet to enhance and maximise sales 	
<p>*Kitchen management, including:</p> <ul style="list-style-type: none"> • procuring ingredients • delivering a consistent, timely and quality food production • managing and maintaining equipment • managing food safety in line with legislation • leading the department with passion, instilling a sense of pride 	

*Multi-functional managers will be required to demonstrate competence against kitchen management and hospitality outlet knowledge, skills and behaviours.

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