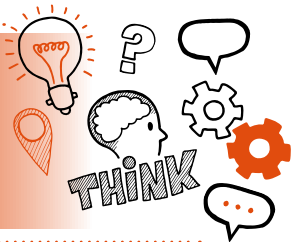


Think about Observation with questions Level 2 ST1488 Food and Beverage Team Member v1.0



On the day of this assessment you will carry out:



A 2-hour observation with questions



Face-to-face



In your natural working environment



With an end-point assessor



Key point

Your end-point assessor will have reviewed any relevant organisational policies and procedures prior to your observation.



Do

- Review the criteria associated with the observation with questions – this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisations policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 3 questions and any follow-up questions that your assessor may ask after the observation



Don't

- Forget to bring your ID
- Forget to plan



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the observation with questions, you can resit the assessment



Use the table below to plan and prepare for the observation with questions.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Assemble and serve food and beverages	
<p>(P) Serve food and beverages to business standards, checking that customers are satisfied with products and services through questioning and acting on feedback as required (K1, S1, S15)</p>	

Assessment criteria

Key points to remember

Sales and customer experience

(P) Utilise sales technique and knowledge of the range of food and beverages available and any pairings, deals or offers, to increase sales and improve customer experience. (K2, K3, S2, B2)

(D) Take every opportunity to maximise sales and improve customer experience, tailoring techniques to suit each customer. (K3, S2, B2)

Communication

(P) Demonstrate a customer focused approach by tailoring your communication to meet different customer types and needs. (K4, K22, S3, B3)

(D) Anticipate customers' needs, and tailor communication to build rapport and increase satisfaction. (K4, K22, S3, B3)

Assessment criteria

Key points to remember

Health and safety

(P) Select and apply appropriate methods to ensure that safety, security and hygiene are maintained and prioritised in the working environment. (K5, S4, B4)

(P) Comply with health and safety legislation, regulations, guidelines and procedures relevant to own role. (K6, S5)

(P) Follow food safety and allergen legislation and procedures relevant to own role. (K7, S6)

Equipment and technology

(P) Use technology and equipment relevant to own role in line with policies and procedures, to meet customer needs. (K8, S7)

Assessment criteria**Key points to remember****Transactions and payments**

(P) Handle transactions and payments securely and in line with company processes. (K9, S8)

Teamwork

(P) Work collaboratively as part of a team, using and tailoring professional communication methods to the context, to deliver products and services on time and in line with business needs. (K10, K12, S9, S11, B5)

(P) Manage own time and prioritise tasks, to meet business needs. (K13, S12)

(D) Explain how your approach to teamwork positively impacts on service delivery. (K10, S9, B5)

