

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

Area/Activity	Duration

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THINK ABOUT
YOUR HOSPITALITY CONCIERGE
SUPERVISOR END-POINT
ASSESSMENT OBSERVATION

Show off your skills!

- Lead by example and go the extra mile
- Actively promote business/brand standards
- Plan activities, work objectives and monitor service
- Follow policies and procedures to prepare the food/beverage area
- Provide leadership, supervision and support to the team

SKILLS

Business

- Work in line with the business/brand standards
- Comply with legal requirements, industry regulations, social responsibility, professional codes and organisational policies/standards
- Monitor the team during activities to ensure correct performance levels are achieved
- Minimise disruption to service by identifying and addressing issues in advance

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People

- Brief the team on activities, setting realistic work objectives
- Communicate effectively with the team, customers and other stakeholders
- Plan activities to maximise time and available resources
- Ensure communications are efficient and understood, and any resultant actions are undertaken at the appropriate time

Leadership

- Provide leadership, supervision and support to the team and its members, leading by example to maximise performance
- Identify opportunities to 'go the extra mile' with either customers or in supporting the team

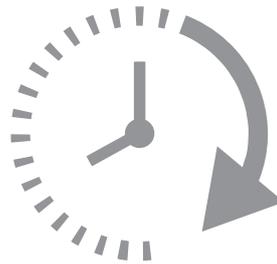
Concierge Supervisor

- Ensure the department has accurate information on facilities, events and activities within the organisation
- Provide information and assistance to customers and team members, including the procurement of internal/external products and services
- Supervise the movement and storage of guest and organisational property
- Ensure required records/documentation are accurately completed in line with organisational procedures

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 4 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.



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