

Highfield Level 2 End-Point Assessment for ST1488 Food and Beverage Team Member

Mock Assessment Materials

Interview underpinned by a portfolio of evidence

Issue and complaints			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
IC1	Describes how they have dealt with or escalated customer complaints, feedback or issues, implementing correct business procedures or instructions given by a supervisor, to meet the needs of the business. (K16, S10)		
IC2	Describes how they have followed procedures and stayed within the limits of their own role when fixing or reporting equipment or technology faults and maintenance issues, to meet the needs of the customer and business. (K11, S14)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
IC3	<i>Explains how they have maintained customer focus whilst escalating or resolving issues that affect service. (K16, S10)</i>		

Stock control			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
SC1	Explains how to manage, maintain and rotate stock, and the impact of stock control on customer satisfaction and financial performance of the business. (K14, K15, S13)		

Personal development			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
PD1	Describes how they keep up to date with changes to products and processes to meet the needs of the business. (K17, S16)		
PD2	Explains how they take responsibility for their own health, wellbeing and professional development, using feedback from managers and available support, training and development resources, to maximise own performance. (K18, S17, B1)		
PD3	Participates in team briefings, implementing instructions and offering input or feedback, in order to meet the needs of the business and the team. (S20)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
PD4	<i>Describes the impact that being up to date with knowledge of products and processes has on their own performance and customer experience. (K17, S16)</i>		
PD5	<i>Explains the impact of feedback from managers and development opportunities on their own performance. (K18, S17, B1)</i>		

Sustainability			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
S1	Describes how they have reduced the waste of resources using appropriate methods, in line with business expectations. (K20, S18)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
S2	<i>Justifies their use of sustainability methods and techniques in reducing waste of resources. (K20, S18)</i>		

Legislation			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
L1	Explains how they have applied equity, diversity and inclusion legislation and principles in the workplace. (K21, S19)		
L2	Identifies the responsibilities of a server under the licensing act and describes the legislation related to weights and measures when serving alcohol. (K23, K24)		
L3	Explains food safety inspections, how they relate to own role and the penalties for non-compliance. (K25)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
L4	<i>Discusses the impact of their approach to supporting equity, diversity and inclusion in the workplace. (K21, S19)</i>		

Wider industry			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
W11	Describes the different types of organisation that make up the wider hospitality industry. (K26)		