

Think about

Observation with questioning

Level 2 ST1420 Hospitality
Accommodation Team Member
v1.0



On the day of this assessment you will carry out:



A 120-minute observation followed by 30 minutes of questioning



Face-to-face



In a suitable, controlled environment free from distraction



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 observation with questioning - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's 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



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



Results

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



Use the table below to plan and prepare for the observation with questioning

(P) indicates pass criteria

(D) indicates distinction criteria

| Assessment criteria | Key points to remember |
|---|------------------------|
| Guest journey | |
| (P) Ask questions to support and direct the guest journey, taking opportunities to increase sales and signpost other services. (K1, K2, S1, S2, B2) | |
| (D) Explain how you select and use techniques to maximise sales and improve guest experience (K2, S2, B2) | |

| | |
|--|--|
| Customer service | |
| <p>(P) Use tailored methods of communication and personal connection to increase guest satisfaction. (K3, K4, S3, S4, B3)</p> | |
| <p>(D) Build rapport with guests to closely tailor communication, quickly establishing and satisfying needs (K3, K4, S3, S4, B3)</p> | |
| Payments and transactions | |
| <p>(P) Demonstrate how to handle transactions or payments, applying relevant packages or allowances to guest purchases (K8, K9, S7, S8)</p> | |



| Team work and communication | |
|---|--|
| (P) Communicate effectively within and between teams to ensure operational efficiency. (K10, S9, B5) | |
| (P) Demonstrate the ability to plan own workload to ensure tasks are completed. (K25, S23) | |
| (D) Prioritise and sequence tasks efficiently, communicating effectively with team to ensure coordination of tasks (K10, K25, S9, S23) | |



Professional standards

(P) Demonstrate professional standards in own role to meet the needs and expectations of the business. (K23, B6)

Equipment and technology

(P) Use on-site specialist equipment and technology safely and efficiently. (K15, S14)

V1.0

