

THINK ABOUT

YOUR HOSPITALITY TEAM
MEMBER BUSINESS PROJECT
END-POINT ASSESSMENT



Business Project Purpose

The purpose of your business project is to show your wider understanding of the business you work in and identify and think through how an improvement could be made to the way it operates.

The business project should focus around an opportunity, challenge or idea relevant to your day-to-day job role. The project should be 800 to 1,200 words long and will involve gathering information and making recommendations to your manager or supervisor.

Business Project Proposal

Discuss your project idea and purpose with your employer and on-programme apprenticeship tutor, they will be able to support you and offer you advice as to whether the idea is a realistic recommendation for the business.



Once agreed you will then need to prepare a 200 to 300 word outline of your proposed project and submit it to your employer or on-programme apprenticeship tutor. This proposal will be reviewed at your gateway meeting and must be approved by your end-point assessor after the gateway meeting.



Business Project Structure

Your written report should be 800 to 1,200 words long and should follow the structure below:

An introduction and background

- Explain how the business fits into the hospitality industry
- Give a detailed introduction and background of the wider business, your department, team (e.g. other departments, head office, local community/customer profile)

Focus, Aims and Objectives

- Provide detailed aims and objectives for the project
- Explain the current situation and how you identified the problem, challenge or improvement to the business

CHALLENGE

Research

- Explain how the research was undertaken
- Detail how you keep up to date with trends and the changing hospitality industry
- Show how you have used a range of research methods effectively, including obtaining information from stakeholders, such as team members, management, suppliers or customers

Findings

- Explain how your suggested improvement(s) will impact on customers and their experience, and/or improve business performance
- State the improvements and benefits to the organisation and how you will measure and be able to monitor these

Conclusion and Recommendations

- Explain how the idea could be implemented
 - Justify your recommendations and how your project meets organisational and legal guidelines
 - Make detailed recommendations for the implementation, including timings, why deadlines are needed and the potential costs to the business
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How the Business Project Links to the Professional Discussion End-Point Assessment

You will need to discuss your completed project with your end-point assessor as part of the professional discussion.

The discussion around your project will take around 10 minutes. This is broken down as follows:

- 5 minutes to provide an overview of their project
- 5 minutes available for the assessor to ask any questions

If it helps you can take relevant materials or evidence into the professional discussion, e.g. photos, video clips, figures and brochures to help you to communicate your research and recommendations to the assessor.

Assessment Hint/Tip

During the professional discussion remember to also have your apprentice guide to hand and make any notes in the guide to support you during the discussion.

