

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 2 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.

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

Area/Activity	Duration

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Show off your skills!

- Show excellent customer service skills, building a rapport with customers and colleagues
- Apply company/brand standards
- Follow policies and procedures to maintain the dining area
- Prioritise tasks, work efficiently and effectively

SKILLS

Customer

- Act on information, demonstrate effective, two-way communication skills
- Establish customers' needs and confirm a clear understanding of customers' needs
- Meet customers' needs or explain why their needs cannot be met
- Go beyond customers' expectations, e.g. turn a complaint into an opportunity to retain a customer
- Use initiative to improve customer service

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Business

- Represent the business/brand standards
- Meet deadlines and take responsibility for self and work requirements
- Work within legislative guidelines and procedures
- Prioritise tasks and work efficiently in a well organised and fast manner

People

- Welcome and support colleagues and customers to ensure required information, goods and services are provided



First Line Supervision/Team Leading

- Demonstrate positive and encouraging behaviours to maintain professionalism
- Demonstrate the ability to maintain personal and other team members' safety
- Demonstrate pride in the delivery of products and services

Food and Beverage Service

- Prepare service areas and equipment for food and beverage service
- Prepare customer and dining areas for food and beverage service
- Greet customers and take orders
- Serve food and beverages
- Maintain the dining area during service
- Provide a very positive welcome in line with the brand/organisational standard
- Ensure a speedy service, exceeding customers' expectations
- Keep the dining area clean and tidy

PREPARE *equipment*
dining areas | **EXCEEDING**
CUSTOMERS
EXPECTATIONS

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