

Highfield Level 3 End-Point Assessment for ST0233 Hospitality Team Member: Reservations pathway

Mock Assessment Materials - Practical Observation

Customer		
Ref	Assessment Criteria (Pass)	Achieved
CU8	Demonstrate effective, two-way communication	
CU9	Establish needs through questioning, confirm understanding of needs	
CU10	Act on information	
CU11	Deliver excellent service to the customer, meeting their needs or explaining why their needs cannot be met	
Ref	Assessment Criteria (<i>Distinction</i>)	Achieved
CU12	<i>Genuine rapport with colleagues and customers</i>	
CU13	<i>Accurately determine the needs of others speedily</i>	
CU14	<i>Go beyond customers' expectations giving at least one example: how, what, where, when e.g. turned a complaint into an opportunity to retain customer</i>	
CU15	<i>Use initiative to improve customer service</i>	

Business		
Ref	Assessment Criteria (Pass)	Achieved
BU9	Actively deliver according to the business/brand standards	
BU10	Demonstrate the ability to meet deadlines	
BU11	Demonstrate ability to take responsibility for self and work requirements	
BU12	Work within legislative guidelines	
BU13	Maintain organisational standards	
BU14	Work within required standards and procedures	
Ref	Assessment Criteria (Distinction)	
BU15	<i>Consistent representation of the business/brand standards</i>	
BU16	<i>Work efficiently and effectively with ease, tasks prioritised and sequenced, well organised and fast</i>	

People		
Ref	Assessment Criteria (Pass)	Achieved
PE4	Welcome and support colleagues and customers to ensure required information, goods and services are given	

First-line supervision/team leading		
Ref	Assessment Criteria (Pass)	Achieved
FL3	Demonstrate positive and encouraging behaviours to maintain professionalism	
FL4	Demonstrate the ability to maintain personal and other team members' safety	

Ref	Assessment Criteria (<i>Distinction</i>)	
FL5	<i>Demonstrate pride in the delivery of products and services</i>	

Reservations		
Ref	Assessment Criteria (Pass)	Achieved
R13	Provide accurate information to customers and effectively communicate information about services/bookings/customer requirements	
R14	Take a selection of reservations, checking details and ensuring confirmation is taken according to organisational requirements	
R15	Book additional services for customers	
R16	Provide confirmation to the customer and update necessary records	
Ref	Assessment Criteria (<i>Distinction</i>)	
R17	<i>Consistently accurate, efficient and speedy service of customers through the reservations process</i>	
R18	<i>Consistently check customer needs have been accurately recorded</i>	
R19	<i>Pro-actively offer to give further assistance as required</i>	