

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

Area/Activity	Duration

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**THINK ABOUT**  
YOUR HOSPITALITY FRONT OFFICE  
SUPERVISOR END-POINT  
ASSESSMENT OBSERVATION

**Show off your skills!**

- Lead by example and go the extra mile
- Actively promote business/brand standards
- Plan activities, work objectives and monitor service
- Follow policies and procedures to prepare the food/beverage area
- Provide leadership, supervision and support to the team

**SKILLS**

**Business**

- Work in line with the business/brand standards
- Comply with legal requirements, industry regulations, social responsibility, professional codes and organisational policies/standards
- Monitor the team during activities to ensure correct performance levels are achieved
- Minimise disruption to service by identifying and addressing issues in advance

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## People

- Brief the team on activities, setting realistic work objectives
- Communicate effectively with the team, customers and other stakeholders
- Plan activities to maximise time and available resources
- Ensure communications are efficient and understood, and any resultant actions are undertaken at the appropriate time

## Leadership

- Provide leadership, supervision and support to the team and its members, leading by example to maximise performance
- Identify opportunities to 'go the extra mile' with either customers or in supporting the team

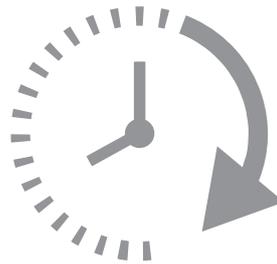
## Front Office Supervisor

- Ensure systems are checked and documentation is prepared and ready for arrival/departure of customers
- Check reservations/allocations are completed in line with business/brand standards
- Process payments and record consumption and keep all records (manual or electronic) up to date and supplied to the correct person
- Ensure required records/documentation are accurately completed in line with the company's procedures

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 4 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.



**ENSURE YOU COVER  
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