

Highfield Level 3 End-Point Assessment for ST0230 Team Hospitality Supervisor: Concierge Supervisor

Mock Assessment Materials

Professional Discussion

Business		
Ref	Assessment Criteria (Pass)	Achieved
BU13	Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved	
BU14	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff and how you can achieve this	
BU15	Provide reasoned examples of how the hospitality department operates efficiently	
BU16	Evidence effective day to day supervision of the team/department and how this leads to customer satisfaction and ensures business performance	
BU17	Describe how the hospitality department meets regulatory requirements	
BU18	Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
Ref	Assessment Criteria (Distinction)	Achieved
BU19	<i>Proactively keeps up to date with industry developments, trends and business objectives</i>	

BU20	<i>Describe how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation</i>	
BU21	<i>Explain how effective hospitality supervision, contingency planning, motivation and adherence to company/brand standard have been developed and implemented and how this has decreased waste and increased overall team/departmental performance</i>	
BU22	<i>Demonstrate how a proactive approach to planning and supervision has been implemented, including proactively educating and monitoring staff on customer service, brand standards, health and safety and risk matters beyond the legislative minimum</i>	

People		
Ref	Assessment Criteria (Pass)	Achieved
PE10	Provide examples of how staff are managed effectively in line with legal requirements and organisation's policies and procedures, including motivation, training and development of teams and individuals,	
PE11	Provide evidence to show you have been part of the effective planning and review in the team	
Ref	Assessment Criteria (Distinction)	Achieved
PE12	<i>Provides mentorship to team members with measurable improvements to the performance of individuals and the team</i>	

Customers		
Ref	Assessment Criteria (Pass)	Achieved
CU3	Provide leadership, supervision and support to the team and its members as required, leading by example to maximise performance	

Leadership		
Ref	Assessment Criteria (Pass)	Achieved
TL5	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results there of evaluated	
TL6	Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with	
Ref	Assessment Criteria (Distinction)	Achieved
TL7	<i>Provide examples of when improvement activities have been actively sought to develop own performance to raise standards in team performance, reaching objectives and customer service</i>	
TL8	<i>Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team</i>	