

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

Area/Activity	Duration

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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

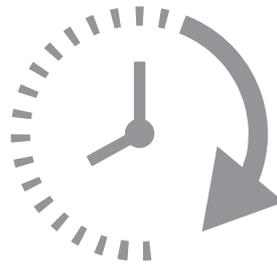
Bar Supervisor

- Prepare the bar/drinks dispense area for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately
- Ensure stock/resources are ready for service
- Ensure customers are met, given the correct information and receive bar service in line with the licensing requirements and to business/brand standard
- Ensure customers' behaviour is monitored. For example, issues with customers who are underage, have taken drugs or are excessively drunk are managed correctly

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.



**KEEP AN EYE
ON THE TIME**

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