

Highfield Level 2 End-Point Assessment for ST0233 Hospitality Team Member: Reception 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 (<i>Distinction</i>)	
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>	

Reception		
Ref	Assessment Criteria (Pass)	Achieved
R11	Provide accurate information to customers and effectively communicate information about services/bookings/customer requirements	
R12	Promote and coordinate products and services within the business	
R13	Ensure a smooth check in for the customer, including retrieval of customer booking details, offering alternatives for any services that are not available as requested and completing the registration process correctly	
R14	Ensure that the customer is happy with the service provided and politely conclude the customer visit	
Ref	Assessment Criteria (<i>Distinction</i>)	
R15	<i>Offer customers different ways of accessing information and demonstrate where necessary</i>	
R16	<i>Pro-actively offer to book services for customers within the business</i>	
R17	<i>Consistently accurate, efficient and speedy service of customers through the check-in process</i>	
R18	<i>Consistently check customer needs have been met</i>	
R19	<i>Pro-actively offer to give further assistance as required</i>	