

## Highfield Level 2 End-Point Assessment for ST1420 Hospitality Accommodation Team Member

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the interview. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

KSB	Evidence reference	Evidence location
<b>K5:</b> Principles of handling feedback complaints, and issues, including dispute de-escalation techniques. (RI1, RI2)		
<b>K6:</b> Legislation, guidelines, and local policies on guest privacy and safety e.g. data protection, child protection, modern slavery. (GSP1)		
<b>K7:</b> Procedures for handling room keys and guest property, including lost property. (GSP2)		
<b>K11:</b> Process for reporting or recording faults, issues or damage, or escalating guest feedback. (RI1)		
<b>K12:</b> Steps of food service e.g. set up, reset, touch points, sequence of service in line with business processes and standards. (FS1, FS2)		
<b>K13:</b> Food safety and allergen legislation and procedures including handling, labelling and temperature monitoring. (FSA1)		

<b>K14:</b> Responsibilities of a server under the licensing act and legislation related to weights and measures when serving alcohol. (BS1)		
<b>K16:</b> Sequence for cleaning guest accommodation and public areas in line with business processes and standards. (H1)		
<b>K17:</b> Hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines. (H2, <i>H3</i> )		
<b>K18:</b> Methods for the safe and environmentally appropriate handling and disposal of waste including; food, broken dish or glassware, biohazards, controlled substances, chemicals, general waste. (H2)		
<b>K19:</b> Stock management procedures across departments relevant to own role. (SM1)		
<b>K20:</b> Health and safety legislation and local policies relevant to own role, including manual handling, fire safety, emergency evacuation, and lone working. (HS1)		
<b>K21:</b> Key performance indicators and own responsibility for contributing to them in terms of efficiency, performance and profitability. (KPI1, <i>KPI2</i> )		
<b>K22:</b> How to use feedback from managers and team to improve own performance. (PPD1, <i>PPD3</i> )		
<b>K24:</b> Procedures for staying up to date with business information and new procedures and discussing implementation in your team. (PPD2, <i>PPD3</i> )		
<b>K26:</b> Methods to sustainably reduce the waste of resources. (S1, <i>S2</i> )		
<b>K27:</b> Procedures for starting and finishing a shift, including handover. (SH1)		
<b>K28:</b> Legislation and principles relating to equity, diversity and inclusion in the workplace. (EDI1, <i>EDI2</i> )		
<b>S5:</b> Assists in the resolution of feedback, complaints, and issues. (RI1, <i>RI2</i> )		

<b>S6:</b> Handles room keys and guest property, including lost property, in line with business procedures. (GSP2)		
<b>S10:</b> Reports or records faults, issues or damage to e.g. equipment, rooms, and escalates guest feedback as appropriate. (RI1)		
<b>S11:</b> Follows steps of food service for relevant business e.g. set up, reset, touch points, sequence of service. (FS1, FS2)		
<b>S12:</b> Follows food safety and allergen legislation e.g. handling, labelling, and temperature monitoring. (FSA1)		
<b>S13:</b> Prepares and serves alcoholic and non-alcoholic beverages to business standards. (BS1)		
<b>S15:</b> Follows sequence for cleaning guest accommodation and public areas in line with business processes and standards for relevant business e.g. touch points, sequence of service. (H1)		
<b>S16:</b> Selects and applies hygiene management techniques to maintain a safe, clean environment, including pest and virus control, following COSHH guidelines. (H2, H3)		
<b>S17:</b> Handles and disposes of waste safely. (H2)		
<b>S18:</b> Manage stock across departments in line with local procedures relevant to own role. (SM1)		
<b>S19:</b> Complies with health and safety legislation, regulations, security and safety guidelines and procedures, including manual handling, fire safety, emergency evacuation, and lone working. (HS1)		
<b>S20:</b> Delivers to key performance indicators to support efficiency, performance and profitability within own area of responsibility. (KPI1, KPI2)		
<b>S21:</b> Uses feedback from managers and team to improve own performance and meet personal goals. (PPD1, PPD3)		
<b>S22:</b> Attends team briefings and implements instructions, offering input or feedback where relevant within team. (PPD2, PPD3)		

<b>S24:</b> Reduces the waste of resources, taking sustainability into account, in line with business expectations. (S1, S2)		
<b>S25:</b> Follows equity, diversity and inclusion legislation and principles. (EDI1, EDI2)		
<b>B1:</b> Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate. (PPD1)		
<b>B4:</b> Be diligent in safe and hygienic working practices. (H2)		

### Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

### Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date