

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

### Mock Assessment Materials

#### Observation with questioning

Guest journey			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
<b>GJ1</b>	Asks questions to support and direct the guest journey, taking opportunities to increase sales and signpost other services. (K1, K2, S1, S2, B2)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
<b>GJ2</b>	<i>Explains how they select and use techniques to maximise sales and improve guest experience (K2, S2, B2)</i>		

Customer service			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
<b>CS1</b>	Uses tailored methods of communication and personal connection to increase guest satisfaction. (K3, K4, S3, S4, B3)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
<b>CS2</b>	<i>Builds rapport with guests to closely tailor communication, quickly establishing and satisfying needs (K3, K4, S3, S4, B3)</i>		

Payments and transactions			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
PT1	Demonstrates how to handle transactions or payments, applying relevant packages or allowances to guest purchases (K8, K9, S7, S8)		

Teamwork and communication			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
TC1	Communicates effectively within and between teams to ensure operational efficiency. (K10, S9, B5)		
TC2	Demonstrates the ability to plan own workload to ensure tasks are completed. (K25, S23)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
TC3	<i>Prioritises and sequences tasks efficiently, communicating effectively with team to ensure coordination of tasks (K10, K25, S9, S23)</i>		

Professional standards			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
PS1	Demonstrates professional standards in own role to meet the needs and expectations of the business. (K23, B6)		

Equipment and technology			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
ET1	Uses on site specialist equipment and technology safely and efficiently. (K15, S14)		