

Highfield Level 2 End-Point Assessment for ST1488 Food and Beverage Team Member

Mock Assessment Materials

Observation with questions

Assemble and serve food and beverages			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
AS1	Serves food and beverages to business standards, checking that customers are satisfied with products and services through questioning and acting on feedback as required. (K1, S1, S15)		

Sales and customer experience			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
SCE1	Utilises sales techniques and knowledge of the range of food and beverages available and any pairings, deals or offers, to increase sales and improve customer experience. (K2, K3, S2, B2)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
SCE2	<i>Takes every opportunity to maximise sales and improve customer experience, tailoring techniques to suit each customer. (K3, S2, B2)</i>		

Communication			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
C1	Demonstrates a customer focused approach by tailoring their communication to meet different customer types and needs. (K4, K22, S3, B3)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
C2	<i>Anticipates customers' needs, and tailors communication to build rapport and increase satisfaction. (K4, K22, S3, B3)</i>		

Health and safety			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
HS1	Selects and applies appropriate methods to ensure that safety, security and hygiene are maintained and prioritised in the working environment. (K5, S4, B4)		
HS2	Complies with health and safety legislation, regulations, guidelines and procedures relevant to own role. (K6, S5)		
HS3	Follows food safety and allergen legislation and procedures relevant to own role. (K7, S6)		

Equipment and technology			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
ET1	Uses technology and equipment relevant to own role in line with policies and procedures, to meet customer needs. (K8, S7)		

Transactions and payments			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
TP1	Handles transactions and payments securely and in line with company processes. (K9, S8)		

Teamwork			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
T1	Works collaboratively as part of a team, using and tailoring professional communication methods to the context, to deliver products and services on time and in line with business needs. (K10, K12, S9, S11, B5)		
T2	Manages own time and prioritises tasks, to meet business needs. (K13, S12)		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
T3	<i>Explains how their approach to teamwork positively impacts on service delivery. (K10, S9, B5)</i>		

Professional standards			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
PS1	Observes professional standards in own role to meet the needs and expectations of the business. (K19, B6)		