

Think about

Interview underpinned by a portfolio of evidence

Level 2 ST1488 Food and Beverage Team Member v1.0



On the day of this assessment you will carry out:

-  A 60-minute interview underpinned by a portfolio of evidence
-  Remote or face-to-face
-  In a suitable, controlled environment free from distraction
-  With an end-point assessor



Key point

You will have already submitted your portfolio of evidence, which is not formally assessed, but can be used to illustrate your answers and your organisation's policies and procedures.



Do

- Review the criteria associated with the interview underpinned by a portfolio of evidence - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 9 questions and any follow-up questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- Forget to bring your portfolio to refer to during the interview underpinned by a portfolio of evidence



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the interview underpinned by a portfolio of evidence, you can resit the assessment



Use the table below to plan and prepare for the interview.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Issues and complaints	<p>(P) Describe how you have dealt with or escalated customer complaints, feedback or issues, implementing correct business procedures or instructions given by a supervisor, to meet the needs of the business. (K16, S10)</p>
	<p>(P) Describe how you have followed procedures and stayed within the limits of your own role when fixing or reporting equipment or technology faults and maintenance issues, to meet the needs of the customer and business. (K11, S14)</p>

Assessment criteria

(D) Explain how you have maintained customer focus whilst escalating or resolving issues that affect service. (K16, S10)

Key points to remember

Stock control

(P) Explain how to manage, maintain and rotate stock, and the impact of stock control on customer satisfaction and financial performance of the business. (K14, K15, S13)

Personal development

(P) Describe how you keep up to date with changes to products and processes to meet the needs of the business. (K17, S16)

Assessment criteria

(P) Explain how you take responsibility for your own health, wellbeing and professional development, using feedback from managers and available support, training and development resources, to maximise own performance. (K18, S17, B1)

Key points to remember

(P) Participate in team briefings, implementing instructions and offering input or feedback, in order to meet the needs of the business and the team. (S20)

(D) Describe the impact that being up to date with knowledge of products and processes has on your own performance and customer experience. (K17, S16)

(D) Explain the impact of feedback from managers and development opportunities on your own performance. (K18, S17, B1)

Assessment criteria

Key points to remember

Sustainability

(P) Describe how you have reduced the waste of resources using appropriate methods, in line with business expectations. (K20, S18)

(D) Justify your use of sustainability methods and techniques in reducing waste of resources. (K20, S18)

Legislation

(P) Explain how you have applied equity, diversity and inclusion legislation and principles in the workplace. (K21, S19)

(P) Identify the responsibilities of a server under the licensing act and describe the legislation related to weights and measures when serving alcohol. (K23, K24)

Assessment criteria

(P) Explain food safety inspections, how they relate to own role and the penalties for non-compliance. (K25)

Key points to remember

(D) Discuss the impact of your approach to supporting equity, diversity and inclusion in the workplace. (K21, S19)

Wider industry

(P) Describe the different types of organisation that make up the wider hospitality industry. (K26)