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

Mock Assessment Materials

Interview underpinned by portfolio

	Guest safety, privacy and security		
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
GSP1	Explains the legislation and local policies applied to ensure guest safety, privacy and security. (K6)		
GSP2	Explains procedures for handling of room keys and guest property. (K7, S6)		

	Reporting issues		
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
RI1	Explains how they resolve customer complaints and report any faults, issues or damage. (K5, K11, S5, S10)		
Ref	**Assessment Criteria (Distinction)**	**Criteria met**	**Criteria not met**
RI2	*Justifies their approach to resolving customer complaints. (K5, S5)*		

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Food service			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
FS1	Describes the steps of food service in line with business processes and standards. (K12, S11)		
Ref	**Assessment Criteria (Distinction)**	**Criteria met**	**Criteria not met**
FS2	*Explains how steps of food service contribute to meeting business standards. (K12, S11)*		

Food safety			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
FSA1	Explains how they comply with food safety and allergen procedures. (K13, S12)		

Beverage service			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
BS1	Explains how to prepare and serve alcoholic and non-alcoholic beverages according to business standards and current legislation. (K14, S13)		

Housekeeping			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
H1	Describes the sequence for cleaning guest accommodation and public areas in line with business standards. (K16, S15)		
H2	Explains how they select and apply hygiene management techniques and the safe and appropriate handling of waste in line with COSHH guidelines. (K17, K18, S16, S17, B4)		
Ref	**Assessment Criteria (Distinction)**	**Criteria met**	**Criteria not met**
H3	*Justifies the choices of hygiene management techniques used. (K17, S16)*		

Stock management			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
SM1	Explains how they manage stock in line with procedures relevant to own role. (K19, S18)		

Health and safety			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
HS1	States ways to comply with health and safety legislation relevant to own role. (K20, S19)		

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Key performance indicators (KPIs)			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
KPI1	Describes their own responsibility for contributing to KPIs in terms of efficiency, performance and profitability. (K21, S20)		
Ref	**Assessment Criteria (Distinction)**	**Criteria met**	**Criteria not met**
KPI2	*Evaluates the role of KPIs in driving efficiency, performance and profitability in the business. (K21, S20)*		

Performance and personal development			
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
PPD1	Explains how feedback from managers is used to improve own performance and meet personal goals. (K22, S21, B1)		
PPD2	Explains how they stay up to date with business information and new procedures and discuss implementation within their team. (K24, S22)		
Ref	**Assessment Criteria (Distinction)**	**Criteria met**	**Criteria not met**
PPD3	*Evaluates the impact of feedback and the use of support, training and development opportunities on their own performance. (K22, K24, S21, S22)*		

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	Sustainability		
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
S1	Describes methods for reducing waste of resources in the business. (K26, S24)		
Ref	**Assessment Criteria (Distinction)**	**Criteria met**	**Criteria not met**
S2	*Evaluates the effectiveness of methods of improving sustainability. (K26, S24)*		

	Shift handover		
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
SH1	Describes the procedures for starting and finishing a shift. (K27)		

	Equity, diversity and inclusion (EDI)		
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
EDI1	Explains how legislation and organisational policies have been followed to support and promote equity, diversity and inclusion in the workplace. (K28, S25)		
Ref	**Assessment Criteria (Distinction)**	**Criteria met**	**Criteria not met**
EDI2	*Evaluates their approach to supporting equity, diversity and inclusion in the workplace. (K28, S25)*		

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