

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



Government funding band – **£6,000**



Gateway requirements – **level 1 English and maths (optional for 19+, please see funding rules), submission of the organisation's policies and procedures and submission of a portfolio of evidence**



End-point assessment method – **an observation with questions and an interview underpinned by a portfolio of evidence**

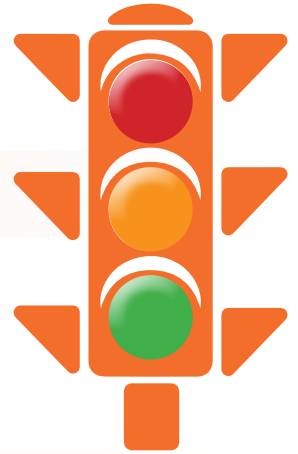
## *Overview of the standard*

Food and beverage team members assemble and serve a range of food and beverages to customers, ensuring a seamless and quality customer experience. General duties include making beverages, such as cocktails, coffees and other drinks, serving food and beverages, managing bookings, greeting and serving customers, promoting items, managing groups of customers, taking payments and resolving any issues or complaints. In a restaurant, for example, food and beverage team members would be expected to perform a variety of daily activities, such as monitoring and managing customers to ensure customer needs are met, waiting tables, serving beverages and assisting customers, communicating efficiently and effectively and creating a positive and comfortable environment. Food and beverage team members would clean and sanitise work areas, utensils and equipment and make sure seating areas were cleared and ready for new customers. Team members are responsible for presenting promotions to customers and upselling items. Team members are expected to monitor and replenish stock front of house.

This occupation is found in a large range of sectors across the hospitality industry, making it 1 of the most diverse industries globally. Employers range from small to large. Food and beverage team members work in a range of establishments including restaurants, cafes, counter service, licensed premises, casinos and coffee shops.



## Your apprentice's journey



### Ready for training

- Initial assessment
- English and maths training (optional for 19+, please see funding rules)
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

### Set for assessment

The end-point assessment methods are:

#### Observation with questions

- A 90-minute observation followed by 30 minutes of questions
- Observing the apprentice completing their normal duties in the workplace
- A minimum of 3 questions

Interview underpinned by a portfolio of evidence:

- A 60-minute interview
- Portfolio of evidence submitted at gateway
- A minimum of 9 questions asked during the interview

### Go further

On completion of the apprenticeship, apprentices may wish to progress into other roles in the industry, such as bartender, food and beverage assistant, waiter or waitress.

## Available support

### On-programme support

- Delivery resources
- Tutor support resource
- Innovative and multi-device e-learning courses

### End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



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