

Highfield Level 3 End-Point Assessment for ST0230 Team Hospitality Supervisor: Concierge Supervisor

Mock Assessment Materials

Practical Observation

Business		
Ref	Assessment Criteria (Pass)	Achieved
BU8	Ensure all actions are in line with business/brand standard	
BU9	Ensure all activities comply with legal requirements, industry regulations, social responsibility, professional codes and organisational policies/standards	
BU10	Monitor the team during activities to ensure correct performance levels are achieved	
Ref	Assessment Criteria (Distinction)	Achieved
BU11	<i>Actively promote business/brand standard when briefing team members and monitoring service</i>	
BU12	<i>Minimise potential disruption by pro-actively addressing the activities and identifying and addressing issues in advance</i>	

People		
Ref	Assessment Criteria (Pass)	Achieved
PE6	Brief the team on required activities, setting realistic work objectives	
PE7	Communicate effectively with team, customers and other departments/stakeholders	
Ref	Assessment Criteria (Distinction)	Achieved
PE8	<i>Plan activities to maximise time and available resources</i>	
PE9	<i>Ensure communications are efficient, understood and resultant actions undertaken at the appropriate time</i>	

Leadership		
Ref	Assessment Criteria (Pass)	Achieved
TL3	Provide leadership, supervision and support to the team and its members as required, leading by example to maximise performance	
Ref	Assessment Criteria (Distinction)	Achieved
TL4	<i>Identify opportunities to 'go the extra mile' with either customers or in supporting team</i>	

Concierge Supervisor

Ref	Assessment Criteria (Pass)	Achieved
C8	Ensure the department has accurate information on facilities, events and activities within the organisation	
C9	Provide information and assistance to customers and team members, including the procurement of internal/external products and services	
C10	Supervise the movement and storage of guest and organisational property	
C11	Ensure required records/documentation are accurately completed in line with organisational procedures	