

Think about

Interview underpinned by a portfolio

Level 2 ST1420 Hospitality  
Accommodation Team Member  
v1.0



On the day of this assessment you will carry out:



A 90-minute interview underpinned by portfolio



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.



## Do

- Review the criteria associated with the interview underpinned by portfolio - 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 14 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



## Next steps

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



## Results

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



## Use the table below to plan and prepare for the interview underpinned by portfolio

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
<b>Guest safety, privacy and security</b>	
(P) Explain the legislation and local policies applied to ensure guest safety, privacy and security. (K6)	
(P) Explain procedures for handling of room keys and guest property. (K7, S6)	

<b>Reporting issues</b>	
<p><b>(P)</b> Explain how you resolve customer complaints and report any faults, issues or damage. (K5, K11, S5, S10)</p>	
<p><b>(D)</b> Justify your approach to resolving customer complaints. (K5, S5)</p>	
<b>Food service</b>	
<p><b>(P)</b> Describe the steps of food service in line with business processes and standards. (K12, S11)</p>	



<p><b>(D)</b> Explain how steps of food service contribute to meeting business standards. (K12, S11)</p>	
<p><b>Food safety</b></p> <p><b>(P)</b> Explain how you comply with food safety and allergen procedures. (K13, S12)</p>	
<p><b>Beverage service</b></p> <p><b>(P)</b> Explain how to prepare and serve alcoholic and non-alcoholic beverages according to business standards and current legislation. (K14, S13)</p>	

## Housekeeping

<p><b>(P)</b> Describe the sequence for cleaning guest accommodation and public areas in line with business standards. (K16, S15)</p>	
<p><b>(P)</b> Explain how you select and apply hygiene management techniques and the safe and appropriate handling of waste in line with COSHH guidelines. (K17, K18, S16, S17, B4)</p>	
<p><b>(D)</b> Justify the choices of hygiene management techniques used. (K17, S16)</p>	



<p><b>Stock management</b></p> <p><b>(P)</b> Explain how you manage stock in line with procedures relevant to own role. (K19, S18)</p>	
<p><b>Health and safety</b></p> <p><b>(P)</b> State ways to comply with health and safety legislation relevant to own role. (K20, S19)</p>	
<p><b>Key performance indicators (KPIs)</b></p> <p><b>(P)</b> Describe your own responsibility for contributing to KPIs in terms of efficiency, performance and profitability. (K21, S20)</p>	



<p><b>(D)</b> Evaluate the role of KPIs in driving efficiency, performance and profitability in the business. (K21, S20)</p>	
<p><b>Performance and personal development</b></p>	
<p><b>(P)</b> Explain how feedback from managers is used to improve own performance and meet personal goals. (K22, S21, B1)</p>	
<p><b>(P)</b> Explain how you stay up to date with business information and new procedures and discuss implementation within your team. (K24, S22)</p>	



**(D)** Evaluate the impact of feedback and the use of support, training and development opportunities on your own performance. (K22, K24, S21, S22)

### Sustainability

**(P)** Describe methods for reducing waste of resources in the business. (K26, S24)

**(D)** Evaluate the effectiveness of methods of improving sustainability. (K26, S24)



<b>Shift handover</b>	
<b>(P)</b> Describe the procedures for starting and finishing a shift. (K27)	
<b>Equity, diversity and inclusion (EDI)</b>	
<b>(P)</b> Explain how legislation and organisational policies have been followed to support and promote equity, diversity and inclusion in the workplace. (K28, S25)	
<b>(D)</b> Evaluate your approach to supporting equity, diversity and inclusion in the workplace. (K28, S25)	

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