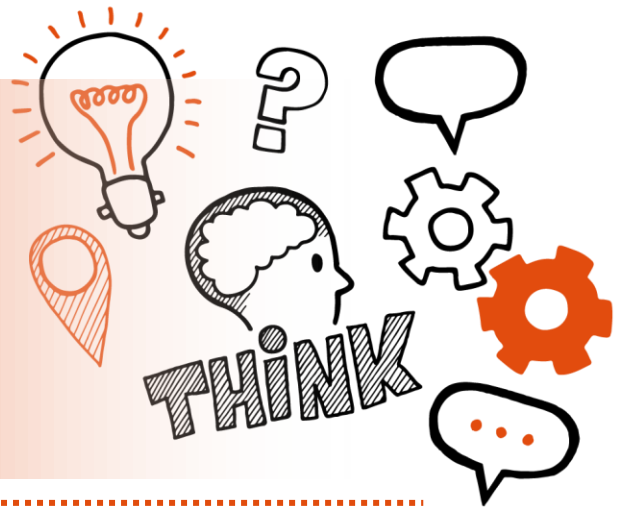


Think about

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



Resits

- 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
Guest safety, privacy and security	
(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)	



Reporting issues

(P) Explain how you resolve customer complaints and report any faults, issues or damage. (K5, K11, S5, S10)

(D) Justify your approach to resolving customer complaints. (K5, S5)

Food service

(P) Describe the steps of food service in line with of business processes and standards. (K12, S11)



(D) Explain how steps of food service contribute to meeting business standards. (K12, S11)

Food safety

(P) Explain how you comply with food safety and allergen procedures. (K13, S12)

Beverage service

(P) Explain how to prepare and serve alcoholic and non-alcoholic beverages according to business standards and current legislation. (K14, S13)



Housekeeping

(P) Describe the sequence for cleaning guest accommodation and public areas in line with business standards. (K16, S15)

(P) 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)

(D) Justify the choices of hygiene management techniques used. (K17, S16)

Stock management

(P) Explain how you manage stock in line with procedures relevant to own role. (K19, S18)

Health and safety

(P) State ways to comply with health and safety legislation relevant to own role. (K20, S19)

Key performance indicators (KPIs)

(P) Describe your own responsibility for contributing to KPIs in terms of efficiency, performance and profitability. (K21, S20)



(D) Evaluate the role of KPIs in driving efficiency, performance and profitability in the business. (K21, S20)

Performance and personal development

(P) Explain how feedback from managers is used to improve own performance and meet personal goals. (K22, S21, B1)

(P) Explain how you stay up to date with business information and new procedures and discuss implementation within your team. (K24, S22)



(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)



Shift handover

(P) Describe the procedures for starting and finishing a shift. (K27)

Equity, diversity and inclusion (EDI)

(P) Explain how legislation and organisational policies have been followed to support and promote equity, diversity and inclusion in the workplace. (K28, S25)

(D) Evaluate your approach to supporting equity, diversity and inclusion in the workplace. (K28, S25)

V1.0

