

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

Mock Assessment Materials

Business Project

| Introduction and Background | | |
|-----------------------------|--|----------|
| Ref | Assessment Criteria (Pass) | Achieved |
| BP1 | Give a general introduction and background to department, team or area of work, including how this relates to the rest of the business unit (if applicable) | |
| BP2 | Explain how the business fits into the hospitality industry | |
| Ref | Assessment Criteria (Distinction) | Achieved |
| BP14 | <i>Give a detailed introduction and background of the department, team or working area wider business unit (e.g. other departments, head office, local community / customer profile)</i> | |

| Focus, Aims and Objectives | | |
|----------------------------|--|----------|
| Ref | Assessment Criteria (Pass) | Achieved |
| BP3 | Outline the problem, challenge or opportunity identified | |

| | | |
|------------|--|-----------------|
| BP4 | State the aims and objectives of the project | |
| Ref | Assessment Criteria (Distinction) | Achieved |
| BP15 | <i>Outline the current situation which has led to the identification of a challenge or opportunity</i> | |
| BP16 | <i>Provide detailed aims and objectives for the project, linking to the current situation</i> | |

| Research | | |
|-----------------|--|-----------------|
| Ref | Assessment Criteria (Pass) | Achieved |
| BP5 | Consult relevant stakeholders (e.g. customers, team members, managers) to inform the results and recommendations | |
| BP6 | How the apprentice keeps up to date with trends and the changing industry | |
| BP7 | Provide research methodology to demonstrate a logical, coherent approach | |
| Ref | Assessment Criteria (Distinction) | Achieved |
| BP17 | <i>Show a range of research has been used effectively, including obtaining information from stakeholders, such as team members, management, suppliers or customers</i> | |
| BP18 | <i>Show a range of qualitative and quantitative research has been used effectively</i> | |

| Findings | | |
|----------|--|----------|
| Ref | Assessment Criteria (Pass) | Achieved |
| BP8 | Identify how the potential changes would lead to measurable improvements and benefits to the department, team or area of working | |
| Ref | Assessment Criteria (Distinction) | Achieved |
| BP19 | <i>Identification of measurable improvements and benefits to the organisation</i> | |

| Conclusion and Recommendations | | |
|--------------------------------|--|----------|
| Ref | Assessment Criteria (Pass) | Achieved |
| BP9 | Make clear recommendations for implementation | |
| BP10 | Provide an indication of costs associated with the proposed recommendations | |
| BP11 | Concise validation and justification of recommendation | |
| BP12 | Identify applicable legislation and ensure the proposal complies where necessary | |
| BP13 | Demonstrate an awareness of and understanding for the need for deadlines | |
| Ref | Assessment Criteria (Distinction) | Achieved |
| BP20 | <i>Make detailed recommendations for implementation, including timings and potential costs</i> | |

| | | |
|------|--|--|
| BP21 | <i>Provide detailed validation and justification of recommendations</i> | |
| BP22 | <i>Review the project to ensure it meets organisational and legal requirements</i> | |
| BP23 | <i>Proposed timeframes for implementation</i> | |