

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

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the interview. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

### Core

KSB	Evidence reference	Evidence location
<b>K11:</b> Company procedures for fixing or escalating equipment or technology faults and maintenance issues. Limits of own role. (IC2)		
<b>K14:</b> Impact of full stock availability on the customer and the financial performance of the business. (SC1)		
<b>K15:</b> Principles of stock management and rotation; first in, first out. (SC1)		
<b>K16:</b> Methods of dealing with or escalating feedback, complaints or issues that impact service and customer experience, to business standards. (IC1, IC3)		
<b>K17:</b> Where to go to access information about new products and processes within the business. (PD1, PD4)		
<b>K18:</b> Principles of using feedback to maximise own performance. (PD2, PD5)		

<b>K20:</b> Methods to sustainably reduce the waste of resources, in line with business standards. (S1, S2)		
<b>K21:</b> Legislation and principles relating to equity, diversity and inclusion in the workplace. (L1, L4)		
<b>K23:</b> Responsibilities of a server under the licensing act. (L2)		
<b>K24:</b> Legislation related to weights and measures when serving alcohol. (L2)		
<b>K25:</b> Food safety inspections, relevance to own role, and penalties for non-compliance with legislation. (L3)		
<b>K26:</b> Different types of organisation that make up the wider hospitality industry. (WI1)		
<b>S10:</b> Deal with or escalate issues that impact service and customer experience, and implement any instructions given by supervisor. (IC1, IC3)		
<b>S13:</b> Maintain and rotate stock according to life cycle and business processes. (SC1)		
<b>S14:</b> Ensure equipment and technology faults and maintenance issues are reported promptly. (IC2)		
<b>S16:</b> Keep up to date with changes to products and processes. (PD1, PD4)		
<b>S17:</b> Uses feedback to improve own performance. (PD2, PD5)		
<b>S18:</b> Reduces the waste of resources, taking sustainability into account, in line with business expectations. (S1, S2)		
<b>S19:</b> Follows and supports equity, diversity and inclusion legislation and principles. (L1, L4)		
<b>S20:</b> Participate in team briefings, implementing instructions, and offering input or feedback where relevant. (PD3)		
<b>B1:</b> Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate. (PD2, PD5)		

## Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

## Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date