Standard area	Key points to remember	
Customers .		Think about Professional discussion Level 4 Hospitality Manager AP01
		On the day of this assessment you will carry out:
Leadership		A 90-minute professional discussion
		Remote or face-to-face
		In a suitable environment under exam conditions
Specialist management function:		With an end-point assessor and your employer (optional)
		🧭 Key point
		You will have already submitted your business project and feedback gathered from your superior, peer and a member of the team who you have responsibility for.
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	Review the criteria associated with the professional discussion -
	this can be found in the EPA-kit
	Ensure a quiet room is available and that there are no
	interruptions or distractions
	Be prepared to answer questions relating to the core and
	specialist function areas of the standard
\Box	Be prepared to reflect on the superior, peer and direct report
	feedback you have gathered
	Bring a copy of your project and your feedback to the assessment
	Don't
	Forget to plan
	Forget to plan

Forget to tell your colleagues you are being assessed Forget to bring your ID

Next steps

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

🕜 Resits

If you do not achieve a pass result on the professional discussion you can resit the assessment.



Use the table below to plan and prepare for the professional discussion

Standard area	Key points to remember
Business	
People	
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R	Do
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	this can be found in the EPA-kit Ensure a quiet room is available and that there are no
	interruptions or distractions
	Be prepared to answer questions relating to the core and specialist function areas of the standard
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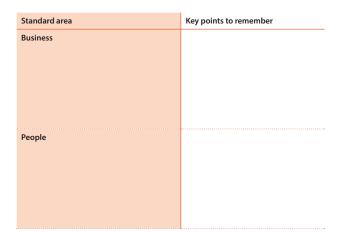
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