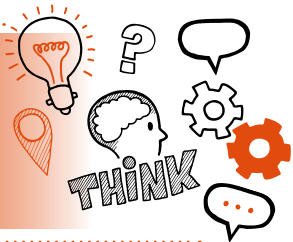


Think about Practical Observation Level 3 ST0230 Hospitality Supervisor v1.1



On the day of this assessment you will carry out:



A 4-hour practical observation



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor



Key point

The observation may be split into two, 2-hour observations, if required, to cover preparation and service.



Do

- Review the criteria associated with the practical observation - this can be found in the EPA Kit and in the table at the end of this document
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at any follow-up questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan



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 practical observation, you can resit the assessment



Use the table below to plan and prepare for the practical observation.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Business	
(P) Ensure all actions are in line with business/brand standard	
(P) Ensure all activities comply with legal requirements, industry regulations, social responsibility, professional codes and organisational policies/standards	

Assessment criteria	Key points to remember
<p>(P) Monitor the team during activities to ensure correct performance levels are achieved</p>	
<p>(D) Actively promote business/brand standard when briefing team members and monitoring service</p>	
<p>(D) Minimise potential disruption by pro-actively addressing the activities and identifying and addressing issues in advance</p>	
People	
<p>(P) Brief the team on required activities, setting realistic work objectives</p>	
<p>(P) Communicate effectively with team, customers and other departments/ stakeholders</p>	

(D) Plan activities to maximise time and available resources

(D) Ensure communications are efficient, understood and resultant actions undertaken at the appropriate time

Leadership

(P) Provide leadership, supervision and support to the team and its members as required, leading by example to maximise performance

(D) Identify opportunities to 'go the extra mile' with either customers or in supporting team

Bar supervisor

(P) Prepare the bar/drinks dispense area for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately

<p>(P) Ensure stock/resources are ready for service</p>	
<p>(P) Ensure customers are met, given the correct information and receive bar service in line with licensing requirements and to business/brand standard</p>	
<p>(P) Ensure customer behaviour is monitored and issues with customers who are underage, have taken drugs or are excessively drunk are managed correctly</p>	
<p>Concierge supervisor</p>	
<p>(P) Ensure the department has accurate information on facilities, events and activities within the organisation</p>	
<p>(P) Provide information and assistance to customers and team members, including the procurement of internal/external products and services</p>	
<p>(P) Supervise the movement and storage of guest and organisational property</p>	



<p>(P) Ensure required records/documentation are accurately completed in line with organisational procedures</p>	
<p>Events supervisor</p>	
<p>(P) Prepare the relevant areas for the event, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately</p>	
<p>(P) Ensure stock/resources are ready for service</p>	
<p>(P) Ensure the client brief is followed and that the key contact is liaised with at regular, appropriate intervals</p>	
<p>(P) Ensure required records/documentation are accurately completed in line with organisational procedures</p>	

Assessment criteria	Key points to remember
Food and beverage supervisor	
(P) Prepare the food/beverage area for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately	
(P) Ensure stock/resources are ready for service	
(P) Ensure customers are met, given the correct information and receive food and beverage service in line with business/brand standard	
(P) Process payments and record consumption and keep all records (manual or electronic) up to date and supplied to the correct person	
Front office supervisor	
(P) Ensure systems are checked and documentation is prepared and ready for arrival/departure of customers	
(P) Check reservations/allocations are completed in line with business/brand standards	

<p>(P) Process payments and record consumption and keep all records (manual or electronic) up to date and supplied to the correct person</p>	
<p>(P) Ensure required records/documentation are accurately completed in line with organisational procedures</p>	
<p>Hospitality outlet supervisor</p>	
<p>(P) Prepare the hospitality outlet for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately</p>	
<p>(P) Ensure stock/resources are ready for service</p>	
<p>(P) Ensure customers are met, given correct information and receive products and services in line with business/brand standard</p>	
<p>(P) Process payments and record consumption and keep all records (manual or electronic) up to date and supplied to the correct person</p>	

Assessment criteria	Key points to remember
Housekeeping supervisor	
(P) Ensure the team have accurate room/area allocations and time expectations	
(P) Monitor the performance, location and safety of housekeeping staff, especially when working alone	
(P) Ensure adequate cleaning resources, linen and consumable items are available and ready for use	
(P) Ensure bedrooms, bathrooms and public areas are cleaned to business/brand standard and maintenance issues are reported promptly	