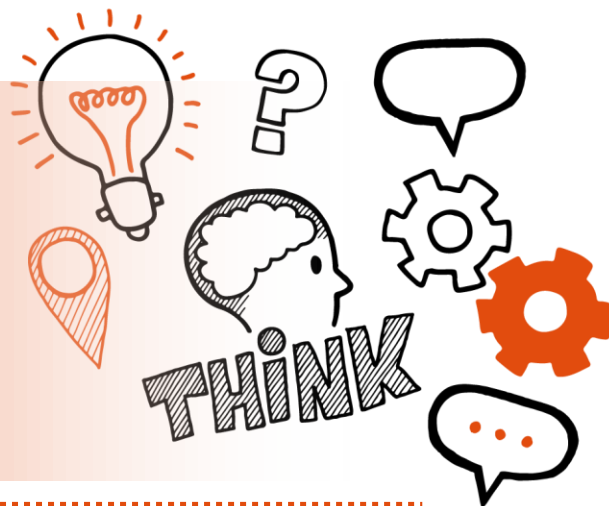


**Think about**  
**Professional discussion**  
**Level 2 ST0233**  
**Hospitality Team Member v1.1**



**On the day of this assessment you will carry out:**



**A 40-minute professional discussion**



**Face-to-face**



**In a suitable, controlled environment free from distraction**



**Led by the independent end-point assessor, involving the apprentice and employer (for example, line manager). The employer is present to support (but not lead) the apprentice and to confirm information**



### **Key point**

**Part of the professional discussion is used to discuss your business project. This will have already been agreed by the end-point assessor using a 200-300 word synopsis. You will then complete an 800-1200 word business project that will be used as a basis for part of the professional discussion.**



## Do

- Review the criteria associated with the professional discussion - 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 any questions that your assessor may ask



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to relax and enjoy your assessment



## 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 professional discussion, you can resit the assessment





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

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
<b>Introduction to the hospitality industry (linking to briefing paper)</b>	
(P) The culture of the industry and why delivering a customer experience to meet and exceed customer's expectations is so important to hospitality businesses	
(P) Appreciate the importance of hospitality behaviours such as personal conduct, being adaptable, using initiative and communicating with a diverse range of people	
(P) Know the range of businesses and establishments that make up the hospitality industry, their differences and similarities and the variety of job roles and progression opportunities that are available	
<b>Customer</b>	
(P) Use your initiative and have confidence in determining customers' needs	
(P) Take feedback from customers seriously and actively improve your customer service in line with business/brand standards	
(D) Look for opportunities to influence improvements in departmental performance in line with new trends and developments	
(D) Take appropriate opportunities to recommend new techniques/procedures/products/services	



(D) Evaluate procedures to seek improvement/modernisation	
<b>Business</b>	
(P) Proactively support the reputation of the business and be aware of how it compares with its competitors	
(P) Know the products/services that are offered by the business, their prices and special offers and how to match them to customers' needs	
(P) Know how the business aims to increase its market share and compete against its main competitors, for example its unique selling points, promotions and marketing campaigns	
(P) Perform activities to positively promote business/brand standards and identify opportunities to increase sales and achieve customer loyalty	
(P) Carefully handle payments, transactions, stock and packaging to minimise unnecessary financial loss	
(P) Actively promote the unique selling points of the business and special offers available and promotions to customers	
(P) Use technology appropriately, efficiently and responsibly in line with company policy in a way that supports customer service and ensure that faults and maintenance issues are reported promptly	
(P) Take an interest in new technology developments that relate to your job role	
(P) Demonstrate personal commitment to minimising the negative effect on the environment caused by work activities	



(P) Fully participate in performance reviews and training and act on feedback relating to personal performance	
(D) Proactively keep up to date with industry developments, trends and business objectives	
(D) Approach tasks/solve problems with a methodical, considered approach taking into account potential consequences of your actions	
(D) Have a working knowledge of costs in the department and why your control is important to meet team and organisational needs	
(D) Evaluate your performance and take development opportunities to improve in your job role	
(D) Evaluate own skills and performance, seek feedback from others and proactively engage with performance reviews and development planning	
(D) Consider factors that may affect your performance and respond effectively in line with your job role	
<b>People</b>	
(P) Understand how to work with people from a wide range of backgrounds and cultures	
(D) Act as a role model to other team members, providing support and guidance when required	
(D) Encourage and facilitate good team and working relationships	



(D) Demonstrate a high level of consideration for people's opinions	
(D) Set an example to team members on efficient ways of working to organisational standards	
<b>First-line supervision/team leading</b>	
(P) Contribute to meetings and planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained	
(P) Demonstrate the ability and confidence to deputise for the line manager when necessary	
(D) Take responsibility for identifying possible development opportunities for yourself and team members	
<b>Alcoholic Beverage Service – Beer/Cask Ale</b>	
(P) Know correct cellar procedures and conditions and help to maintain appropriate conditions	
(P) Take a responsible approach to the preparation, sale and service of food and beverages	
(P) Actively seek opportunities to delight and 'wow' customers in line with business/brand standards	
(P) Store alcoholic beverages (including bottled, keg, and cask beer/ales) in the correct manner	
<b>Alcoholic Beverage Service – Cocktails/Mixology</b>	
(P) Take a responsible approach to the preparation, sale and service of food and beverages	



(P) Actively seek opportunities to delight and 'wow' customers in line with business/brand standards	
(P) Store alcoholic beverages and cocktail ingredients in the correct manner	
<b>Alcoholic Beverage Service – Wine Service</b>	
(P) Take a responsible approach to the preparation, sale and service of food and beverages	
(P) Actively seek opportunities to delight and 'wow' customers in line with business/brand standards	
(P) Store alcoholic beverages (including different wines) in the correct manner	
<b>Barista</b>	
(P) Know the types of specialist equipment used to prepare hot and cold drinks, how it is used and how to keep it clean	
(P) Know the main categories of hot and cold beverages and the origins of their key ingredients	
(P) Take a responsible approach to the preparation, sale and service of food and beverages	
(P) Actively seek opportunities to delight and 'wow' customers in line with business/brand standards	
(P) Ensure ingredients are stored correctly	





<b>Concierge and Guest Services</b>	
(P) Take every opportunity to ensure customers get the best out of their stay	
(P) Use discretion and maintain customer confidentiality at all times	
(P) Coordinate with suppliers of guest services, other organisations and internal departments to support the customer's experience	
<b>Conference and Event Operations</b>	
(P) Understand how to adapt your approach to customers depending on the nature of their visit and type of event	
(P) Support the delivery of a variety of events according to brand standards	
(P) Actively seek opportunities to make a great guest experience	
(P) Co-ordinate with customers, suppliers and team members to ensure the correct resources are in place	
<b>Food and Beverage Service</b>	
(P) Know basic food and beverage pairing in line with menu	
(P) Take a responsible approach to the preparation, sale and service of food and beverages	
(P) Actively seek opportunities to delight and 'wow' customers in line with the business/brand standard	





<b>Food Production</b>	
(P) Know kitchen procedures and how to follow them to maintain food safety and quality	
(P) Know how to use equipment safely and correctly in the production of food	
<b>Housekeeping</b>	
(P) Understand the importance of responsible use of cleaning equipment, techniques and chemicals	
(P) Use discretion and maintain customer confidentiality at all times	
<b>Reception</b>	
(P) Know business procedures for delivering reception operations	
(P) Act as the link between visitors, staff and guests	
(P) Actively seek opportunities to make a great guest experience	
(P) Understand procedures for processing personal and sensitive data in line with requirements	
<b>Reservations</b>	
(P) Know the pricing policy of the organisation and how this ensures effective yield management	



(P) Provide support as required with planning events, including showing customers available facilities and providing information on the typical procedure for running events according to organisational requirements	
(P) Actively seek opportunities to make a great guest experience	
(P) Understand procedures for processing personal and sensitive data in line with requirements	

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