Highfield Level 4 End-Point Assessment for ST0229 Hospitality Manager

Mock Assessment Materials

Professional discussion

	Business		
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
PD1	Clearly articulate examples from the workplace relevant to evidencing competence across the standard		
PD2	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff		
PD4	Discuss reasoned examples of how the hospitality department operates efficiently		
PD5	Explain the importance of keeping up to date with current industry trends and refer to examples of how this has been achieved		
PD8	Describe how the hospitality department meets regulatory requirements		
PD9	Evidence effective day to day management of the team / department and how these lead to customer satisfaction and ensure business performance		
Ref	**Assessment Criteria (Distinction)**	**Achieved**	**Not Achieved**
PD13	*Proactively keeps up to date with industry developments, trends and business objectives*		
PD14	*Explains how effective hospitality management, contingency planning, motivation and adherence to company / brand standard have been developed and implemented and how this has decreased waste and increased overall team / departmental performance*		
PD15	*Describe how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation*		
PD16	*Demonstrate how a proactive approach to planning and management has been implemented, including proactively educating and monitoring staff on customer service, brand standards health and safety and risk matters beyond the legislative minimum*		

People			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
PD3	Give examples of how staff are managed effectively, including motivation and development of teams and individuals		
PD7	Explain how and when they have been part of the effective planning and review in the team		
Ref	**Assessment Criteria (Distinction)**	**Achieved**	**Not Achieved**
PD18	*Provides mentorship to team members with measurable improvements to the performance of individuals and the team*		

Customers			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
PD6	Provide an overview of how the hospitality department meets the needs of the business and supports the diverse range of customers including those with a disability		

Leadership			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
PD10	Reflect on own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated		
PD11	Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with		
PD12	Reflect and discuss the feedback received from a superior, a peer and a direct report		
Ref	**Assessment Criteria (Distinction)**	**Achieved**	**Not Achieved**
PD17	*Discuss examples of when improvement activities have been actively sought to develop own performance to raise standards in team performance, reaching objectives and customer service*		
PD19	*Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team*		
PD20	*Describe how feedback has been used to categorise strengths and weaknesses, linking them to learning and development objectives*		
PD21	*Explain how feedback will inform future development referring, if relevant, to the final feedback received from superior, peer and direct report*		

Highfield Assessment