1Highfield Level 3 End-Point Assessment for ST0230 Team Hospitality Supervisor: Hospitality Outlet Supervisor

Mock Assessment Materials

Professional Discussion

	Business	
Ref	**Assessment Criteria (Pass)**	**Achieved**
BU3	Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved	
BU14	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff and how you can achieve this	
BU15	Provide reasoned examples of how the hospitality department operates efficiently	
BU16	Evidence effective day to day supervision of the team/department and how this leads to customer satisfaction and ensures business performance	
BU17	Describe how the hospitality department meets regulatory requirements	
BU18	Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
Ref	**Assessment Criteria (Distinction)**	**Achieved**
BU19	*Proactively keeps up to date with industry developments, trends and business objectives*	

BU20	*Describe how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation*	
BU21	*Explain how effective hospitality supervision, 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*	
BU22	*Demonstrate how a proactive approach to planning and supervision 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**
PE10	Provide examples of how staff are managed effectively in line with legal requirements and organisation's policies and procedures, including motivation, training and development of teams and individuals	
PE11	Provide evidence to show you have been part of the effective planning and review in the team	
Ref	**Assessment Criteria (Distinction)**	**Achieved**
PE12	Provides mentorship to team members with measurable improvements to the performance of individuals and the team	

Customers		
Ref	**Assessment Criteria (Pass)**	**Achieved**
CU3	Consult relevant stakeholders (e.g. customers, team members, managers) to inform the results and recommendations	

Leadership		
Ref	**Assessment Criteria (Pass)**	**Achieved**
TL5	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results there of evaluated	
TL6	Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with	
Ref	**Assessment Criteria (Distinction)**	**Achieved**
TL7	*Provide examples of when improvement activities have been actively sought to develop own performance to raise standards in team performance, reaching objectives and customer service*	
TL8	*Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team*	

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