

**Think about
Professional discussion
Level 3 ST0230 Hospitality
Supervisor V1.1**



On the day of this assessment you will carry out:



A 90-minute professional discussion



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor



Key point

Your employer may be present at this discussion to provide further examples and support (but not lead).



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
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer 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 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
Business	
(P) Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved	
(P) 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	

Assessment criteria	Key points to remember
(P) Provide reasoned examples of how the hospitality department operates efficiently	
(P) Evidence effective day to day supervision of the team/department and how this leads to customer satisfaction and ensures business performance	
(P) Describe how the hospitality department meets regulatory requirements	
(P) Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
(D) Proactively keep up to date with industry developments, trends and business objectives	

(D) Describe how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation

(D) 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

(D) 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

Assessment criteria	Key points to remember
People	
<p>(P) 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</p>	
<p>(P) Provide evidence to show you have been part of the effective planning and review in the team</p>	
<p>(D) Provide mentorship to team members with measurable improvements to the performance of individuals and the team</p>	
Customers	
<p>(P) Provide an overview of how the hospitality department meets the needs of the business and customer</p>	
Leadership	
<p>(P) Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results there of evaluated</p>	



<p>(P) Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with</p>	
<p>(D) 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</p>	
<p>(D) Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team</p>	

