

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

Mock Assessment Materials

Practical Observation

Business		
Ref	Assessment Criteria (Pass)	Achieved
BU8	Ensure all actions are in line with business/brand standard	
BU9	Ensure all activities comply with legal requirements, industry regulations, social responsibility, professional codes and organisational policies/standards	
BU10	Monitor the team during activities to ensure correct performance levels are achieved	
Ref	Assessment Criteria (Distinction)	Achieved
BU11	<i>Actively promote business/brand standard when briefing team members and monitoring service</i>	
BU12	<i>Minimise potential disruption by pro-actively addressing the activities and identifying and addressing issues in advance</i>	

People		
Ref	Assessment Criteria (Pass)	Achieved
PE6	Brief the team on required activities, setting realistic work objectives	
PE7	Communicate effectively with team, customers and other departments/stakeholders	
Ref	Assessment Criteria (Distinction)	Achieved
PE8	<i>Plan activities to maximise time and available resources</i>	
PE9	<i>Ensure communications are efficient, understood and resultant actions undertaken at the appropriate time</i>	

Leadership		
Ref	Assessment Criteria (Pass)	Achieved
TL3	Provide leadership, supervision and support to the team and its members as required, leading by example to maximise performance	
Ref	Assessment Criteria (Distinction)	Achieved
TL4	<i>Identify opportunities to 'go the extra mile' with either customers or in supporting team</i>	

Hospitality Outlet Supervisor

Ref	Assessment Criteria (Pass)	Achieved
HS8	Prepare the hospitality outlet for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately	
HS9	Ensure stock/resources are ready for service	
HS10	Ensure customers are met, given correct information and receive products and services in line with business/brand standard	
HS11	Process payments and record consumption and keep all records (manual or electronic) up to date and supplied to the correct person	