Highfield Level 2 End-Point Assessment for ST0233 Hospitality Team Member: Concierge and Guest Services pathway

Mock Assessment Materials - Practical Observation

Customer		
Ref	**Assessment Criteria (Pass)**	**Achieved**
CU8	Demonstrate effective, two-way communication	
CU9	Establish needs through questioning, confirm understanding of needs	
CU10	Act on information	
CU11	Deliver excellent service to the customer, meeting their needs or explaining why their needs cannot be met	
Ref	**Assessment Criteria *(Distinction)***	**Achieved**
CU12	*Genuine rapport with colleagues and customers*	
CU13	*Accurately determine the needs of others speedily*	
CU14	*Go beyond customers' expectations giving at least one example: how, what, where, when e.g. turned a complaint into an opportunity to retain customer*	
CU15	*Use initiative to improve customer service*	

Business		
Ref	**Assessment Criteria (Pass)**	**Achieved**
BU9	Actively deliver according to the business/brand standards	
BU10	Demonstrate the ability to meet deadlines	
BU11	Demonstrate ability to take responsibility for self and work requirements	
BU12	Work within legislative guidelines	
BU13	Maintain organisational standards	
BU14	Work within required standards and procedures	
Ref	**Assessment Criteria *(Distinction)***	
BU15	*Consistent representation of the business/brand standards*	
BU16	*Work efficiently and effectively with ease, tasks prioritised and sequenced, well organised and fast*	

People		
Ref	**Assessment Criteria (Pass)**	**Achieved**
PE4	Welcome and support colleagues and customers to ensure required information, goods and services are given	

First-line supervision/team leading		
Ref	**Assessment Criteria (Pass)**	**Achieved**
FL3	Demonstrate positive and encouraging behaviours to maintain professionalism	
FL4	Demonstrate the ability to maintain personal and other team members' safety	

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Ref	Assessment Criteria *(Distinction)*	
FL5	*Demonstrate pride in the delivery of products and services*	

Concierge and guest services		
Ref	**Assessment Criteria (Pass)**	**Achieved**
CG14	Provide accurate information to customers and effectively communicate information about services/bookings/customer requirements	
CG15	Book additional services for customers	
CG16	Provide confirmation to the customer and update necessary records	
CG17	Receive and store/move customer/organisational property	
Ref	**Assessment Criteria *(Distinction)***	
CG18	*Offer customers different ways of accessing the information they require and demonstrate where necessary e.g. self-service*	
CG19	*Pro-actively offer to book services for customers within and external to the organisation*	
CG20	*Area kept consistently clean and tidy*	

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