

Think about

Practical observation

Level 2 ST0233

Hospitality Team Member v1.1



On the day of this assessment you will carry out:



A 2-hour practical observation



Remote or face-to-face



At your normal place of work



With an end-point assessor



Key point

Your observation may be split into 2 sessions of 1-hour each to cover preparation and service.



Do

- Review the criteria associated with the practical observation - this can be found in the EPA Kit and in the table at the end of this document
- Use the planner below to plan how you will demonstrate the skills you have that are associated with the observation
- Review relevant legislations, regulations and your organisation's policies and procedures
- Be prepared to answer any questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan
- Forget to relax and enjoy your assessment



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 practical observation, you can resit the assessment





Use the table below to plan and prepare for the practical observation

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Customer	
(P) Demonstrate effective, two-way communication	
(P) Establish needs through questioning, confirm understanding of needs	
(P) Act on information	
(P) Deliver excellent service to the customer, meeting their needs or explaining why their needs cannot be met	
(D) Genuine rapport with colleagues and customers	
(D) Accurately determine the needs of others speedily	
(D) Go beyond customers' expectations giving at least one example: how, what, where, when, e.g. turned a complaint into an opportunity to retain customer	
(D) Use initiative to improve customer service	



Business	
(P) Actively deliver according to the business/brand standards	
(P) Demonstrate the ability to meet deadlines	
(P) Demonstrate ability to take responsibility for self and work requirements	
(P) Work within legislative guidelines	
(P) Maintain organisational standards	
(P) Work within required standards and procedures	
(D) Consistent representation of the business/brand standards	
(D) Work efficiently and effectively with ease, tasks prioritised and sequenced, well organised and fast	
People	
(P) Welcome and support colleagues and customers to ensure required information, goods and services are given	
First-line supervision/team leading	
(P) Demonstrate positive and encouraging behaviours to maintain professionalism	



(P) Demonstrate the ability to maintain personal and other team members' safety	
(D) Demonstrate pride in the delivery of products and services	
Alcoholic Beverage Service – Beer/Cask Ale	
(P) Prepare service areas, equipment and stock for service	
(P) Greet customers, provide accurate information to determine customer requirements for drinks and take orders	
(P) Prepare and serve a range of alcoholic and soft drinks, including keg/cask beer	
(P) Maintain the service area and stock during service	
(D) Provide a very positive welcome in line with brand/organisational standard	
(D) Speedy preparation and service, exceeding customer expectations	
(D) Area kept consistently clean and tidy	
Alcoholic Beverage Service – Cocktails/Mixology	
(P) Prepare service areas, equipment and stock for service	



(P) Greet customers, provide accurate information to determine customer requirements for drinks and take orders	
(P) Prepare and serve a range of alcoholic and soft drinks, including cocktails	
(P) Maintain the service area and stock during service	
(D) Provide a very positive welcome in line with brand/organisational standard	
(D) Speedy preparation and service, exceeding customer expectations	
(D) Area kept consistently clean and tidy	
Alcoholic Beverage Service – Wine Service	
(P) Prepare service areas, equipment and stock for service	
(P) Greet customers, provide accurate information to determine customer requirements for wine and take orders	
(P) Present and serve wine	
(P) Maintain the service area and stock during service	
(D) Provide a very positive welcome in line with brand/organisational standard	



(D) Speedy preparation and service, exceeding customer expectations	
(D) Area kept consistently clean and tidy	
Barista	
(P) Prepare service areas, equipment and stock for service	
(P) Greet customers, provide accurate information to determine customer requirements for drinks and take orders	
(P) Prepare and serve a range of hot and cold specialist drinks	
(P) Maintain the service area and stock during service	
(D) Provide a very positive welcome in line with brand/organisational standard	
(D) Speedy preparation and service, exceeding customer expectations	
(D) Area kept consistently clean and tidy	
Concierge and Guest Services	
(P) Provide accurate information to customers and effectively communicate information about services/bookings/customer requirements	



(P) Book additional services for customers	
(P) Provide confirmation to the customer and update necessary records	
(P) Receive and store/move customer/organisational property	
(D) Offer customers different ways of accessing the information they require and demonstrate where necessary e.g. self-service	
(D) Pro-actively offer to book services for customers within and external to the organisation	
(D) Area kept consistently clean and tidy	
Conference and Event Operations	
(P) Follow instructions for arranging furniture and equipment prior to the conference/event	
(P) Ensure that equipment is ready for the customer to use	
(P) Check that environmental systems are working, and that the room is clean, tidy and well stocked	
(P) Ensure that all agreed products, service and refreshments are delivered on time to the agreed standard	
(P) Ensure all charges are accurately recorded and passed to the appropriate person	



(D) Consistently check instructions	
(D) Identify any problems/queries with the instructions and refer to line manager before actioning	
(D) Pro-actively communicate with colleagues to resolve any issues pre-customer arrival	
(D) Check customer is happy with the room on their arrival	
(D) Proactively respond to customers' requests during conference/event	
Food and Beverage Service	
(P) Prepare service areas and equipment for food and beverage service	
(P) Prepare customer and dining areas for food and beverage service	
(P) Greet customers and take orders	
(P) Serve food and beverages	
(P) Maintain the dining area during service	
(D) Provide a very positive welcome in line with the brand/organisational standard	



(D) Speedy service, exceeding customer expectations	
(D) Area kept consistently clean and tidy	
Food Production	
(P) Prepare ingredients, service areas, equipment for service	
(P) Provide accurate information to team members/customers and effectively communicate about orders/customer requirements	
(P) Prepare and present a range of food items for service	
(P) Maintain the service area and stock during service	
(D) Speedy preparation and service, exceeding customer expectations	
(D) Area kept consistently clean and tidy	
Housekeeping	
(P) Communicate with team leader to accurately establish work to be done	
(P) Prepare for housekeeping duties, including preparation of equipment, linen and other items	



(P) Clean and service a range of areas	
(P) Accurately complete records and communicate successful completion of tasks to relevant people	
(D) Speedy preparation and service, exceeding customer expectations	
(D) Areas kept consistently safe and secure during cleaning process	
(D) Make suggestions for improvements as part of record keeping	
Reception	
(P) Provide accurate information to customers and effectively communicate information about services/bookings/customer requirements	
(P) Promote and coordinate products and services within the business	
(P) Ensure a smooth check in for the customer, including retrieval of customer booking details, offering alternatives for any services that are not available as requested and completing the registration process correctly	
(P) Ensure that the customer is happy with the service provided and politely conclude the customer visit	
(D) Offer customers different ways of accessing information and demonstrate where necessary	



(D) Pro-actively offer to book services for customers within the business	
(D) Consistently accurate, efficient and speedy service of customers through the check-in process	
(D) Consistently check customer needs have been met	
(D) Pro-actively offer to give further assistance as required	
Reservations	
(P) Provide accurate information to customers and effectively communicate information about services/bookings/customer requirements	
(P) Take and process a selection of reservations, checking details and ensuring confirmation is taken according to organisational requirements	
(P) Book additional services for customers	
(P) Provide confirmation to the customer and update necessary records	
(D) Consistently accurate, efficient and speedy service of customers through the reservations process	
(D) Consistently check customer needs have been accurately recorded	



(D) Pro-actively offer to give further assistance as required	
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