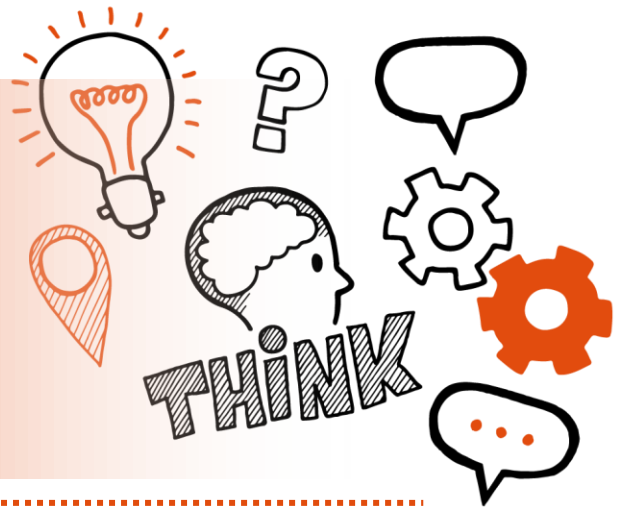


Think about
Professional discussion
Level 4 ST0229 Hospitality Manager



On the day of this assessment you will carry out:



A 90-minute professional discussion



Remote or face-to-face



In a suitable environment under exam conditions



With an end-point assessor



Key point

You will have already submitted your business project and feedback gathered from your superior, peer and a member of the team who you have responsibility for.



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 questions and 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
Professional discussion	
(P) Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
(P) Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff	
(P) Give examples of how staff are managed effectively, including motivation and development of teams and individuals	



(P) Discuss reasoned examples of how the hospitality department operates efficiently	
(P) Explain the importance of keeping up to date with current industry trends and refer to examples of how this has been achieved	
(P) Provide an overview of how the hospitality department meets the needs of the business and supports the diverse range of customers including those with a disability	
(P) Explain how and when you have been part of the effective planning and review in the team	
(P) Describe how the hospitality department meets regulatory requirements	



(P) Evidence effective day to day management of the team / department and how these lead to customer satisfaction and ensure business performance	
(P) Reflect on own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated	
(P) Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with	
(P) Reflect and discuss the feedback received from a superior, a peer and a direct report	
(D) Proactively keep up to date with industry developments, trends and business objectives	



(D) Explain how effective hospitality management, 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) Describe how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation	
(D) Demonstrate how a proactive approach to planning and management has been implemented, including proactively educating and monitoring staff on customer service, brand standards health and safety and risk matters beyond the legislative minimum	
(D) Discuss examples of when improvement activities have been actively sought to develop own performance to raise standards in team performance, reaching objectives and customer service	
(D) Provide mentorship to team members with measurable improvements to the performance of individuals and the team	



<p>(D) Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team</p>	
<p>(D) Describe how feedback has been used to categorise strengths and weaknesses, linking them to learning and development objectives</p>	
<p>(D) Explain how feedback will inform future development referring, if relevant, to the final feedback received from superior, peer and direct report</p>	

V1.1

