

# HOSPITALITY CONCIERGE SUPERVISOR PROFESSIONAL DISCUSSION APPRENTICE GUIDE



The Hospitality Concierge Supervisor Apprentice Guide is a tool to help give you the best possible chance of successfully demonstrating all the criteria required to achieve a pass or distinction in the professional discussion assessment as part of your hospitality supervisor apprenticeship.

Your professional discussion will usually last 90 minutes, and you should take the time to show off and give examples of all the knowledge, skills and behaviours you have learnt during your apprenticeship.

Throughout the professional discussion keep an eye on the time and make sure you cover all the areas and tasks you planned to show the assessor.

During the professional discussion you can provide real-life examples of the work you have been involved in while working towards your apprenticeship. Ensure you explain the scenario in full including what happened, who was involved and how you supported your team, the customer and went the extra mile to meet their needs.

**Working example notes (include approximate dates occurred):**

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## Professional Discussion Structure

### Review of the period of learning, development and continuous assessment – 30 minutes

- Provide a 15-minute summary of how you feel you have performed during your apprenticeship, detail the highlights and any key lessons learned
- 15-minute question and answer session

### Core and specialist areas – 30 minutes

#### Business

Discuss how you keep up to date with industry developments, trends and business objectives and explain why it is essential to instil the importance of the company's vision and values, and empowerment and procedures to staff and how you have achieved this in your job role.

How you have developed and implemented the following:

- supervision
- contingency planning
- motivation
- adherence to company/brand standards

When providing information consider the following:

- how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation
- how the hospitality department operates efficiently
- how the day-to-day supervision of the team/department leads to customer satisfaction and ensures business performance
- how the hospitality department meets regulatory requirements
- how you have increased team performance and decreased waste
- how you have educated and monitored staff on customer service, health and safety and risk matters beyond the legislative minimum

## People

**Assessment tip:**  
have your staff reviews or appraisals to hand and refer to them during this part of the discussion.

Detail how you manage staff effectively in line with legal requirements and your organisation's policies and procedures.

Give examples and provide evidence to show you have been part of the effective planning and review of your team.

Discuss how you have completed the following with your team and individuals:

- acted as a mentor
- supported training and development
- motivation

How has the above improved the performance of your team and individuals?

## Customers

Provide an overview of how you and your team meet the needs of both the business and the customer.

## Leadership

**Assessment tip:**  
have your personal development plan to hand and refer to it during this part of the discussion.

Discuss and evaluate your own performance, including your behaviours, and provide examples of improvement activities you have undertaken.

Consider the following:

- how you have developed your own performance to raise standards in team performance, reaching objectives and customer service
- how you have used feedback from stakeholders and used this to develop and implement measurable improvements in performance of yourself and the team