

# Highfield Level 3 End-Point Assessment for Hospitality Supervisor - Bar Supervisor pathway

EPA-Kit

## Assessing the On-Demand Test

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## The On-Demand Test - Guidance

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The following areas (knowledge) of the hospitality supervisor standard will be assessed by a 2 hour (including 30 minutes reading time) on-demand test consisting of 52 questions, which will be broken down into 2 parts.

Part A will consist of:

- Business
- People
- Customers
- Leadership

Part B will cover:

- Bar Supervisor

In each paper, questions will cover each of the areas above, however not every aspect of every area will be covered in every test.

### Before the assessment

- While on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the on-demand test
- In readiness for end-point assessment, the apprentice should complete a sample test
- The test is divided into 2 sections, each of which contains 26 questions
- In order to achieve a pass, apprentices must achieve a mark of at least 18/26 (approx. 70%) in **each** section.
- To achieve a distinction, apprentices must achieve a mark of at least 44/52 across the whole test (approx. 85%)

## On-Demand Test Criteria

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The following pages include the criteria that are covered by the on-demand test.

The apprentice will	Criteria covered in the on-demand test
<b>Business</b>	
Understand own role in motivating the team to work according to the business vision and values and to achieve business targets, always focussing on the importance of providing the best service for customers	BU1. Principles of key performance indicators, brand standards and service level agreements
Understand the financial operations of hospitality businesses and know how to source and use financial information relating to own area of work	BU2. Principles of departmental budgets, planning for expenditure and controlling costs BU3. Common categories of costs and their relative proportions in the hospitality industry BU4. Principles of waste management
Understand how to identify, plan for and minimise risks to the business and service	BU5. Principles of hazard analysis and risk management BU6. How to identify trends in levels of demand which may influence resource requirements
Understand legislative requirements, their implications and applications in hospitality businesses	BU7. Legislation affecting hospitality operations

The apprentice will	Criteria covered in the on-demand test
<b>People</b>	
Understand how to effectively organise and coordinate a team to provide required levels of service to meet customer demand	PE1. Principles of an effective team, roles and responsibilities of team members and how team dynamics can affect the success of the team PE2. Principles of staff resource planning and supervision
Know how to select the best methods of communication to motivate and support team members in a hospitality environment	PE3. Principles of motivation PE4. Motivational techniques and the importance of fulfilling agreements to your team PE5. Principles of effective communication

The apprentice will	Criteria covered in the on-demand test
<b>Customers</b>	
Understand the importance of customer profiles, how to build them and understand how this enables the business to meet their needs profitably and in line with business/brand standards	CU1. Principles of customer profiling, its importance and impact on hospitality operations CU2. The importance of consistency of products/services and adhering to organisational/brand standard

The apprentice will	Criteria covered in the on-demand test
<b>Leadership</b>	
Identify the different leadership styles and supervisory management skills which are effective in hospitality businesses	TL1. Principles of effective supervision TL2. Theories, models and styles of leadership and supervisory management skills

The apprentice will	Criteria covered in the on-demand test
<b>Bar Supervisor</b>	
Understand how to keep bar operations running smoothly and deal with any customer concerns, identifying where potential conflict could occur, in accordance with the law	<ul style="list-style-type: none"> <li>B1. Legislation and regulations relevant to bar supervision</li> <li>B2. The requirements for, and importance of, providing accurate information to staff and customers</li> <li>B3. The correct techniques, glassware and equipment for pouring and serving a range of alcoholic and soft drinks</li> </ul>
Recognise the importance of monitoring cellar and beverage storage procedures to optimise beverage quality in line with business requirements; know how to monitor stock rotation and levels of demand to ensure sufficient stocks are available for service	<ul style="list-style-type: none"> <li>B4. How to respond to someone who may be under the influence of drugs or excess alcohol</li> <li>B5. Correct cellar security, temperature and environmental control and what ideal conditions are</li> <li>B6. Safe and hygienic working practices when preparing kegs, casks and gas for use</li> <li>B7. Principles of stock rotation, how to tell if stock is out of condition or out of date and why this is important</li> </ul>