

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

EPA-Kit

Mock Assessment Materials – Practical Observation

Mock Assessment Documentation

The following section contains materials that can be used to carry out a mock practical observation in order to prepare apprentices for their end-point assessment.

Mock Marking Grids

Practical Observation		
Ref	Assessment Criteria (Pass)	
BU8	Ensure all actions are in line with business/brand standard	
BU9	Ensure all activities comply with legal requirements, industry regulations, social responsibility, professional codes and organisational policies/standards	
BU10	Monitor the team during activities to ensure correct performance levels are achieved	
PE6	Brief the team on required activities, setting realistic work objectives	
PE7	Communicate effectively with team, customers and other departments/stakeholders	
TL3	Provide leadership, supervision and support to the team and its members as required, leading by example to maximise performance	
B8	Prepare the bar/drinks dispense area for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately	
B9	Ensure stock/resources are ready for service	
B10	Ensure customers are met, given the correct information and receive bar service in line with licensing requirements and to business/brand standard	
B11	Ensure customer behaviour is monitored and issues with customers who are underage, have taken drugs or are excessively drunk are managed correctly	
Ref	Assessment Criteria (<i>Distinction</i>)	
BU11	Actively promote business/brand standard when briefing team members and monitoring service	
BU12	Minimise potential disruption by pro-actively addressing the activities and identifying and addressing issues in advance	
PE8	Plan activities to maximise time and available resources	

PE9	Ensure communications are efficient, understood and resultant actions undertaken at the appropriate time	
TL4	Identify opportunities to 'go the extra mile' with either customers or in supporting team	