

# Highfield Level 3 End-Point Assessment for Hospitality Supervisor – Food and Beverage 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:

- Food and Beverage 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>Food and Beverage Supervisor</b>	
Understand the basic principles of menu design, layout and presentation; know the specifications of menu items, how to match food and beverages and how to keep up to date with trends in food and beverages	FB1. Legislation and regulations relevant to food and beverage supervision FB2. Common menu styles and the factors which impact menu planning and design FB3. Information which must be included on a menu FB4. Principles of effective menu and dish composition FB5. Benefits of menu knowledge for self and team members
Know how to keep up to date, source information and brief the team on service requirements, special requests that will impact on service, promotions and details on specials, dish content and beverage product features	FB6. Principles of food and beverage pairing FB7. Principles of customer service and loyalty