

# Highfield Level 3 End-Point Assessment for Hospitality Supervisor – Food and Beverage 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                                      |  |
| FB8                   | Prepare the food/beverage area for service, ensuring business/brand standards are maintained and menus/promotional materials are up to date and presented accurately |  |
| FB9                   | Ensure stock/resources are ready for service   |  |
| FB10                  | Ensure customers are met, given the correct information and receive food and beverage service in line with business/brand standard                                   |  |
| FB11                  | Process payments and record consumption and keep all records (manual or electronic) up to date and supplied to the correct person                                    |  |
| Ref                   | Assessment Criteria (Distinction)  |  |
| 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   |  |

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| 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                |  |