

# Highfield Level 3 End-Point Assessment for Hospitality Supervisor – Front Office Supervisor pathway

EPA-Kit

## Mock Assessment Materials – Professional Discussion

# Mock Assessment Documentation

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

## Mock Marking Grids

Professional Discussion				
Ref	Assessment Criteria (Pass)	Achieved in Obs	Achieved in Business Project	Achieved in Prof Disc
BU13	Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved			
BU14	Explain why it is essential to instil the importance of company vision, values, empowerment and following procedures to staff and how you can achieve this			
BU15	Provide reasoned examples of how the hospitality department operates efficiently			
BU16	Evidence effective day to day supervision of the team/department and how this leads to customer satisfaction and ensures business performance			
BU17	Describe how the hospitality department meets regulatory requirements			
BU18	Clearly articulate examples from the workplace relevant to evidencing competence across the standard			
PE10	Provide examples of how staff are managed effectively in line with legal requirements and organisation's policies and procedures, including motivation, training and development of teams and individuals			
PE11	Provide evidence to show you have been part of the effective planning and review in the team			
CU3	Provide an overview of how the hospitality department meets the needs of the business and customer			
TL5	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results there of evaluated			
TL6	Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with			
Ref	Assessment Criteria (Distinction)			Achieved in Prof Disc
BU19	Proactively keeps up to date with industry developments, trends and business objectives			

BU20	Describe how recommendations for the improvement of quality, cost, value or efficiency have been made in the organisation			
BU21	Explain how effective hospitality supervision, contingency planning, motivation and adherence to company/brand standard have been developed and implemented and how this has decreased waste and increased overall team/departmental performance			
BU22	Demonstrate how a proactive approach to planning and supervision has been implemented, including proactively educating and monitoring staff on customer service, brand standards, health and safety and risk matters beyond the legislative minimum			
PE12	Provides mentorship to team members with measurable improvements to the performance of individuals and the team			
TL7	Provide examples of when improvement activities have been actively sought to develop own performance to raise standards in team performance, reaching objectives and customer service			
TL8	Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team			