

Highfield Level 2 End-Point Assessment for Hospitality Team Member: Alcoholic Beverage

Service (Beer/Cask Ale) pathway

Mock Assessment Materials – Practical Observation

Customer		
Ref	Assessment Criteria (Pass)	Achieved
CU8	Demonstrate effective, two-way communication	
CU9	Establish needs through questioning, confirm understanding of needs	
CU10	Act on information	
CU11	Deliver excellent service to the customer, meeting their needs or explaining why their needs cannot be met	
Ref	Assessment Criteria (<i>Distinction</i>)	Achieved
CU12	<i>Genuine rapport with colleagues and customers</i>	
CU13	<i>Accurately determine the needs of others speedily</i>	
CU14	<i>Go beyond customers' expectations giving at least one example: how, what, where, when e.g. turned a complaint into an opportunity to retain customer</i>	
CU15	<i>Use initiative to improve customer service</i>	

Business		
Ref	Assessment Criteria (Pass)	Achieved
BU9	Actively deliver according to the business/brand standards	
BU10	Demonstrate the ability to meet deadlines	
BU11	Demonstrate ability to take responsibility for self and work requirements	
BU12	Work within legislative guidelines	
BU13	Maintain organisational standards	
BU14	Work within required standards and procedures	
Ref	Assessment Criteria (Distinction)	
BU15	<i>Consistent representation of the business/brand standards</i>	
BU16	<i>Work efficiently and effectively with ease, tasks prioritised and sequenced, well organised and fast</i>	

People		
Ref	Assessment Criteria (Pass)	Achieved
PE4	Welcome and support colleagues and customers to ensure required information, goods and services are given	

First-line supervision/team leading		
Ref	Assessment Criteria (Pass)	Achieved
FL3	Demonstrate positive and encouraging behaviours to maintain professionalism	
FL4	Demonstrate the ability to maintain personal and other team members' safety	

Ref	Assessment Criteria (<i>Distinction</i>)	
FL5	<i>Demonstrate pride in the delivery of products and services</i>	

Alcoholic beverage service – beer/cask ale		
Ref	Assessment Criteria (Pass)	Achieved
AB15	Prepare service areas, equipment and stock for service	
AB16	Greet customers, provide accurate information to determine customer requirements for drinks and take orders	
AB17	Prepare and serve a range of alcoholic and soft drinks, including keg/cask beer	
AB18	Maintain the service area and stock during service	
Ref	Assessment Criteria (<i>Distinction</i>)	
AB19	<i>Provide a very positive welcome in line with the brand/organisational standard</i>	
AB20	<i>Speedy preparation and service, exceeding customer expectations</i>	
AB21	<i>Area kept consistently clean and tidy</i>	