## Level 2 Hospitality Team Member (Food & Beverage Service) – End-point Assessment (9083-11)

**Assessment 702/752 – Practical Observation**

**Competency Framework Record**

**Guidance for employers and providers**

The document is to be used to record evidence that you have witnessed of the apprentice working within their normal role and their skills, knowledge, and behaviours demonstrated. These should be documented in the appropriate sections below and provide detail of how the criteria were demonstrated, using specific examples from the apprentice’s performance, and confirm if competency was fully met in your opinion, by confirming Yes or No in the relevant box

If the End Point Assessor deems the evidence provided as sufficient, the apprentice will be taken forward to the question and answer assessment, where the appropriate grade will be awarded based on the assessment and the evidence provided.

Please ensure all of the information is fully completed to show, name, relationship to apprentice and dates, and the document signed at the foot of the document.

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| **Name of Apprentice** |  | **Date for confirming competence** |  |
| **Name of Employer / Trainer** |  | **Relationship to apprentice** |  |
| **Site Name** |  | **Length of time you have known apprentice** |  |

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|  | **Pass Grading criteria** | **Comments / justification** | **Competence demonstrated Y/N** |
| **C1 Demonstrate professionalism** | PC1.1 Demonstrate positive and encouraging behaviours to maintain professionalism |  |  |
| PC1.2 Demonstrate ability to take responsibility for self and work requirements |  |  |
| PC1.3 Demonstrate the ability to maintain personal and other team member’s safety |  |  |
| PC1.4 Demonstrate the ability to meet deadlines |  |  |
| **C2 Communicate** | PC2.1 Demonstrate effective, two-way communication |  |  |
| PC2.2 Establish needs through questioning, confirm understanding of needs |  |  |
| PC2.3 Act on information |  |  |
| **C3 Customer service** | PC3.1 Welcome and support colleagues and customers to ensure required information, goods and services are given |  |  |
| PC3.2 Deliver excellent service to the customer, meeting their needs or explaining why their needs cannot be met |  |  |
| **C4 Work to specified standards** | PC4.1 Actively deliver according to the business / brand standards |  |  |
| PC4.2 Work within required standards and procedures |  |  |
| PC4.3 Maintain organisational standards |  |  |
| PC4.4 Work within legislative guidelines |  |  |
| **FBS1: Food & Beverage Service: Prepare** | PFBS1.1 Prepare service areas and equipment for food and beverage service |  |  |
| PFBS1.2 Prepare customer and dining areas for food and beverage service |  |  |
| **FBS2: Food & Beverage Service: Service** | PFBS2.1 Greet customers and take orders |  |  |
| PFBS2.2 Serve food and beverages |  |  |
| PFBS2.3 Maintain the dining area during service |  |  |

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| **Module** | **Assessment criteria** | **Comments / justification** | **Competence demonstrated Y/N** |
| **Customer (Module 1)** | ACS1 Establish rapport with customer through communication skills |  |  |
| ACS2 Deliver customer service in line with organisational standards |  |  |
| ACS3 Check customers’ satisfaction with products and services |  |  |
| ACS4 Act on feedback un line with organisational standards |  |  |
| ACB2 Take an enthusiastic and positive approach to providing excellent customer service |  |  |
| **Business**  **(Module 2)** | ACS1 Perform activities to promote business / brand standards |  |  |
| ACS2 identify opportunities to increase sales and achieve customer loyalty |  |  |
| ACS3 Minimise unnecessary financial loss when handling payments, dealing with transactions, stock and packaging |  |  |
| ACS4 Prepare and organise own work, in line with business standards |  |  |
| ACS5 Adapt communication style in line with customer needs |  |  |
| ACS6 Promote own organisation’s products and services, within the scope of own role |  |  |
| ACS7 Use technology in line with customer needs |  |  |
| ACS8 Comply with relevant legal requirements while minimising disruption to the business |  |  |
| ACS9 Minimise negative effects on the environment within scope of own role |  |  |
| ACB2 Carry out activities with consideration of their cost and value |  |  |
| ACB3 Organise own work and have the confidence to ask for guidance, fully participate in performance reviews and training and act on feedback relating to personal performance |  |  |
| ACB6 Use technology responsibly and take an interest in new developments that relate to own job role |  |  |
| ACB7 Work with integrity in a safe, honest and trustworthy manner putting personal safety and that of others first |  |  |
| ACB8 Display personal commitment to minimising the negative affect on the environment caused by work activities |  |  |
| **People**  **(Module 3)** | ACS1 Use communication skills in line with business culture and requirements |  |  |
| ACS2 Support team members to deliver operational goals, in line with business procedures |  |  |
| ACB1 Take a friendly and outgoing approach and communicate according to business / brand standard |  |  |
| ACB2 Display pride in their own role though a consistently positive and professional approach and be aware of the impact of personal behaviour within the team |  |  |
| ACB3 Work in a fair and professional manner |  |  |
| **First line supervisor / team leader**  **(Module 4)** | ACS1 Prepare and organise meetings, contribute to planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained in line with organisational standards |  |  |
| ACB1Deputise for the line manager when necessary |  |  |
| **Food & Beverage Service (Module 5)** | ACK1 Describe food and beverage service styles and standards within the hospitality industry |  |  |
| ACK2 Describe how to prepare service areas for different types of food and beverage service |  |  |
| ACK3 Describe the features of menu items, products and services |  |  |
| ACK4 Describe the principles of excellent customer service when taking and processing orders |  |  |
| ACK5 Describe current legislation relevant to food and beverage service |  |  |
| ACK6 Explain the importance of keeping the dining areas clean and clear at all times |  |  |
| ACS1 Prepare service areas for different food service styles |  |  |
| ACS2 Prepare service equipment in line with business procedures |  |  |
| ACS3 Demonstrate communication skills throughout the service cycle |  |  |
| ACS4 Process orders in line with organisational standards  Handle payments in line with organisational standards |  |  |
| ACS5 Demonstrate safe and hygienic practices, in line with sector standards |  |  |
| ACS6 Maintain the dining areas during service |  |  |
| ACB1 Retain organisational skills whilst maintaining an engaging, friendly and helpful attitude to customers |  |  |
| ACB1 Take a responsible approach to the preparation, sale and service of food and beverages for example in relation to safe handling and storage, and accurately communicating the contents of products |  |  |
| ACB2 Use appropriate opportunities to upsell and promote additional products and services |  |  |
| ACB3 Actively seek opportunities to delight and ‘wow’ customers in line with the business / brand standard |  |  |

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|  | **Distinction Grading criteria** | **Comments / justification** | **Competence demonstrated Y/N** |
| **C1 Demonstrate professionalism** | DC1.2 Demonstrate pride in the delivery of products and services |  |  |
| **C2 Communicate** | DC2.1 Demonstrate genuine rapport with colleagues and customers |  |  |
| DC2.2 Accurately determine the needs of others speedily |  |  |
| **C3 Customer service** | DC3.1 Go beyond customers’ expectations  *Give at least one example: how, what, where, when e.g. turned a complaint into an opportunity to retain customer* |  |  |
| DC3.2 Use initiative to improve customer services |  |  |
| **C4 Work to specified standards** | DC4.1 Consistent representation of the business / brand standards |  |  |
| DC4. Work efficiently and effectively with ease, tasks prioritised and sequenced, well organised and fast |  |  |
| **FBS2: Food & Beverage Service: Service** | DFBS2.1 Provide a very positive welcome in line with the brand / organisational standard |  |  |
| DFBS2.2 Speedy service, exceeding customer expectations |  |  |
| DFBS2.3 Areas kept consistently clean and tidy |  |  |

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| **Additional comments** |
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Confirmed as an accurate statement:

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| **Signature of employer/provider** | **Print name** |
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| **Signature of apprentice** | **Print name** |
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