## Level 2 Hospitality Team Member (Wine Service) -

## End-point Assessment (9083-12)

**Assessment 705/755 – 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  |  |  |
| **ABSW1 Alcoholic Beverage Service: Wine Service - Prepare** | PABSW1 Prepare service areas, equipment and stock for wine service  |  |  |
| **ABSW2 Alcoholic Beverage Service: Wine Service - Service** | PABSW2.1 Greet customers, provide accurate information to determine customer requirements for wine and take orders |  |  |
| PABSW2.2 Present and serve wine |  |  |
| PABSW2.3 Maintain a service area and stock 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 |  |  |
| **Alcoholic Beverage Service (Module 5)** | ACK1 Describe alcoholic and non-alcoholic beverages, served in own organisation |  |  |
| ACK2 Describe the characteristics of a range of alcoholic beverage |  |  |
| ACK3 Describe the serving methods for alcoholic beverages, served in own organisation |  |  |
| ACK4 Describe the specialist equipment required in the preparation of alcoholic beverages |  |  |
| ACK5 Describe how to store a range of alcoholic beverages |  |  |
| ACS1 Prepare for the service of alcoholic and non-alcoholic beverages |  |  |
| ACS2 Offer customers information on alcoholic and non-alcoholic beverages |  |  |
| ACS3 Serve alcoholic and non-alcoholic beverages to customers in line with sector and organisational standards |  |  |
| ACS4 Use specialist equipment for preparing and serving alcoholic beverages |  |  |
| ACS5 Demonstrate how to safely store different beverages |  |  |
| 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  |  |  |
| **Wine Service (Module 6)** | ACK1 Explain the preparation required prior to wine service |  |  |
| ACK2 Describe wine and popular grape varieties, their basic characteristics and information that will help inform customers |  |  |
| ACK3 Describe basic wine and food pairing in line with the menu |  |  |
| ACK4 Describe how to serve wine based upon style of service |  |  |
| ACK5 Describe the equipment required to store and serve wines |  |  |
| ACK6 Explain what indicators are in wine which is unsuitable for drinking |  |  |
| ACK7 Explain how to deal with a customer who has drunk excessive amounts or is under the influence of drugs |  |  |
| ACS1 Demonstrate the preparation of wine for service |  |  |
| ACS2 Provide accurate information on the wine menu based on customer needs |  |  |
| ACS3 Make basic wine and food pairing recommendations to customers based on menu |  |  |
| ACS4 Serve and store wine in the correct manner |  |  |
| ACS5 Use specialist equipment for preparing and serving wine appropriately  |  |  |
| ACS6 If necessary, discard any wine which appears to be unsuitable for drinking  |  |  |

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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 |  |  |
| **ABSW2 Alcoholic Beverage Service: Wine Service - Service** | DABSW2.1 Provide a very positive welcome in line with the brand / organisational standard |  |  |
| DABSW2.2 Speedy preparation and service, exceeding customer expectations  |  |  |
| DABSW2.3 Area 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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