What should I expect from the practical observation?

Apprentice notes and guidance: Bar supervisor

Part of the end-point assessment (EPA) of the Level 3 Hospitality Supervisor apprenticeship requires that you are observed in the workplace. The booking of your observation will be arranged between the City & Guilds EPA team and your employer/training provider.

Your employer/training provider will ensure that the observation is booked for a date and time when there will be opportunity for you to have the customers and situations to be assessed against the observation criteria.

To prepare for the observation you should:

- read the Level 3 Hospitality Supervisor assessment plan and discuss it with your employer and/or your training provider
- look carefully at what you are required to do and show to meet the pass and distinction criteria
- know what is required and when and where you need to be
- check where you have to be on the date booked
- check the time booked and make sure you arrive before the booked time
- check your mode of dress – if you have a uniform make sure it is clean. If no uniform, make sure you are dressed following your employer's dress code.

Preparation

Your employer/training provider will have the opportunity, during your time as an apprentice, to observe you and may have used a form similar to the one we will use to record the observation. Make sure you have read what has been fed back to you after these observations and check the areas you were asked to improve on. This will help you prepare.

The key areas your independent end-point assessor (IEPA) will be looking at will be your:

- interpersonal skills – your questioning and listening skills and that you engage with the customers. Your body language will also be observed
- communication skills – your verbal and non-verbal communication. How you deal with people face to face or non-facing if you are on the telephone will be observed, including your tone of voice and behaviour
- equality – treating all customers as individuals is vital in customer service. How you comply with the legal and organisational requirements in your dealing with customers, ensuring all are dealt with equally, will be recorded
- presentation – dress code, professional language. You will have noted above the importance of being clean, tidy and appropriately dressed. Your attitude, language and approach are also important and how you react in various situations
- 'right first time' – covers your handling of the customer from beginning to end.

If you have any questions prior to the observation, ask your employer or training provider staff member. Be prepared.

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The observation

A four-hour observation in your usual place of work will be arranged.

To **pass**, you will be observed on the following criteria against the core skills **and** bar supervisor:

- preparing for and then supervising the bar/drinks dispense area for service
- coordinating an effective bar service
- ensuring licensing laws are adhered to at all times
- taking a responsible approach to selling licensed products
- ensuring customer issues are dealt with and potential conflict minimised
- ensuring customer behaviour is monitored and issues with customers who are underage, have taken drugs or are excessively drunk are managed correctly
- dealing with conflict calmly and safely
- maintaining and monitoring the cellar and beverage storage and cellar/wine dispense
- ensuring activities are in line with organisational policies
- ensuring activities are in line with business/brand standards
- briefing the team on required activities, setting realistic work objectives
- communicating effectively with team, customers and other departments/stakeholders
- monitoring the team throughout the shift to ensure correct performance levels are achieved
- demonstrating leadership, supervision and support to the team
- leading the team by example.

When supervising the preparations for the bar service, the following will also be observed:

- preparation of the bar/drink dispense area
- ensuring business/brand standards are maintained
- ensuring menus/promotional materials are up to date and presented accurately
- ensuring stock/resources are ready for service
- procedures for processing payments are adhered to
- records are kept up to date and supplied to the correct person
- ensuring customers are met, given the correct information and receive a bar service in line with licensing requirements and to business/brand standard.

To achieve a **distinction**, you will be observed on the following criteria against the core skills **and** bar supervisor:

- plan activities to maximise time and available resources
- identify opportunities for ‘going the extra mile’ with either customers or in supporting the team
- actively promote business/brand standard with briefing team members and monitoring service
- ensure communications are efficient, understood and resultant actions undertaken at the appropriate time
- minimise potential disruption by proactively assessing the activities and identifying and addressing issues in advance.

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Your IEPA will be met by your employer and/or your training provider and will be introduced to you. After that your employer and/or training provider will leave as only the IEPA will be observing you. The IEPA will explain what will be happening and what they will be doing. They will be taking notes on what they see to complete their observation recording form. They will be as unobtrusive as possible and will only stop the observation if there is any health and safety risk.

At the end of the observation, your IEPA will thank you and leave. There will be no questioning, either by you or by them, and no feedback will be given to you at that time. Should there be any need for questions, they will be asked at the professional discussion.

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