What should the apprentice expect from the practical observation?

Employer/training provider notes and guidance: Bar supervisor

Part of the end-point assessment (EPA) of the Level 3 Hospitality Supervisor apprenticeship requires that the apprentice is observed in the workplace. The booking of this observation will be arranged between the City & Guilds EPA team and you. The EPA team will contact you to inform you of the name and contact details of the independent end-point assessor (IEPA) and confirm who the IEPA has to make contact with for final arrangements.

The IEPA will contact you or the person you have assigned to deal with this and confirm the date and time. They will discuss what they need on the day and you or the assigned person should answer any questions they may have. It is also the opportunity for you or the assigned person to be clear on what needs to be done and is the time for questions to be asked. Be sure that any details that need to be passed to others are passed on. Should there be any need to cancel the observation you must contact the EPA team immediately and not wait until the IEPA arrives.

Preparation

The work environment should be kept as natural as possible as the IEPA will be looking at how the apprentice reacts in a real working environment. The IEPA focus will be on how the apprentice is achieving genuine and demanding working objectives.

Timing

You will ensure that the observation is booked for a date and time when there will be opportunity for the apprentice to have customers and situations which will allow them to be assessed against the observation criteria. Arranging the observation for the quietest day and time is not going to give the apprentice the best chance to pass and may result in a further observation requiring to be booked, possibly incurring further costs.

The apprentice should be carrying out the duties they would normally do.

The observation is four hours and you must make sure this does not include any break. The time may be split into two two-hour sessions to cover both the preparation and service but must take place on the same day.

Pre-observation

To prepare for the observation you should:

- read the Level 3 Hospitality Supervisor assessment plan and discuss it with your apprentice to make sure they understand the criteria and what will be covered
- look carefully at what they are required to do and discuss with them the pass and distinction criteria. Encourage them to aim for the distinction criteria
- know what is required and when and where you, and the apprentice, need to be on the day
- check the apprentice is aware of the date and time of the observation. Remind them the day before
- check the time booked and make sure the apprentice is available and ready on the day before the booked time.

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The observation

The IEPA must be met by you or the assigned person and will be given the required health and safety details. Any other pertinent details should be given, and questions answered. You must introduce the apprentice to the IEPA and leave as only the IEPA will be observing the apprentice. 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 the observation recording form. They will be as unobtrusive as possible and will only stop the observation if there is any health and safety risk.

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

- preparing for and then supervise 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 be included:

- 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.

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

- plan activities to maximise time and available resources
- identify opportunities to 'go 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.

The IEPA will be observing what the apprentice does on a daily basis. They will not ask the apprentice to do something that is not part of their job role. If a difficult situation arises during the observation, the apprentice will be expected to handle it as they would normally. If this means they would normally ask a colleague for help or refer/escalate the issue to others, they should do so.

The IEPA will expect the apprentice to work under normal conditions therefore the team should be briefed that they will be visiting but apart from that should treat it as just a normal day at work.

At the end of the observation which will be at least two hours (with no break), the IEPA will thank you and the apprentice and leave. There will be no opportunity for questioning, either by the apprentice or you, and no feedback will be given at that time. Should there be any need for the IEPA to ask the apprentice questions, they will be asked at the professional discussion.

Mock observation

You will have the opportunity, during the individual's time as an apprentice, to observe them and may have used a form similar to the one we will use to record the observation. Make sure you discuss the feedback given to the apprentice after these observations and check the areas they were asked to improve on. This will help them to prepare. The key areas the IEPA will be looking at during the observation will be the following and it is important to discuss these with the apprentice:

- interpersonal skills – their questioning and listening skills and that they engage with other team members. Their body language will also be observed.
- communication skills – their verbal and non-verbal communication. How they deal with people face to face in the kitchen environment and interacting with customers you will be observed, including their tone of voice and behaviour.
- equality – treating all customers and team members as individuals is vital in hospitality. How they comply with the legal and organisational requirements in their dealing with health and safety and food safety, ensuring all are dealt with correctly, and this will be recorded.
- presentation – dress code, professional language. They will have noted above the importance of being clean, tidy and appropriately dressed. Their attitude, language and approach are also important and how they react in various situations.
- 'right first time' – covers their handling of team member and customer requests from beginning to end.

Go over any questions they may have prior to the observation and ensure they are prepared.

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The IEPA will take notes during the observation and complete their observation recording form afterwards. They will use the assessment plan to check if the apprentice met the pass or distinction criteria and if they feel they have questions that need to be asked at the professional discussion will note what they need to cover by ticking 'follow up'. It is important to carry out mock observations to prepare your apprentice and improve on any areas not meeting the criteria. Give feedback to the apprentice and follow up on any actions set.

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