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

**Assessment 702/752 - Practical observation**

**Employer Witness Testimony to confirm competency**

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| **Apprentice Name**  |  | **Enrolment number** |  |
| **Witness Name** |  | **Date** |  |
| **Organisation Name** |  |
| **Witness Job Title / Position** |  |
| **Relationship to apprentice** | Please provide details of your relationship to the apprentice (eg: how long have you worked with the apprentice and in what capacity). |
| **Employer Declaration** |
| * By completing this document you are confirming that the apprentice is competent against the standard.
* You must provide **two** examples as to how the apprentice has practically demonstrated the knowledge, skills and behaviours for each of the criteria below.
* You might find that one example could be used as evidence to cover other Knowledge, Skills and behaviours or criteria for the practical observation. Where this is the case please clearly indicate using the relevant boxes under each example. ( e.g. CS1)
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| **Customer** * CS1 Use clear and engaging communication to establish a good rapport with customers and ask relevant questions to determine their needs
* CS2 Deliver excellent customer service in line with the business /brand standards with the aim of exceeding customer expectations
* CS3 Check that customers are satisfied with products and services and act on feedback in line with business procedures.
* CB2Take an enthusiastic and positive approach to providing excellent customer service.
 |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** CS1/3 The apprentice demonstrated effective, two-way communication and established the customers' needs through questioning, confirming their understanding of the needs. The customer needs were then acted upon.

**Distinction criteria*** CS1/3 CB2 The apprentice demonstrated genuine rapport with colleagues and took an enthusiastic approach to providing excellent customer service, accurately determining the needs of others and responding speedily.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** CS2/3 The apprentice demonstrated the ability to deliver excellent service to the customer, meeting their needs or explaining why their needs could not be met.

**Distinction criteria*** CS2/3 The apprentice demonstrated the ability to use initiative to improve customer service.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Business** * BS2 Carefully handle payments, transactions, stock and packaging to minimise unnecessary financial loss
* BS3 Prepare and organise own work for example promptly arriving for shifts, communicate information at team meetings /briefings, following business /brand guidelines and procedures, meeting agreed deadlines
* BS4 Clearly communicate relevant and useful information on products and services based on a clear understanding of customers’ needs
* BS5 Actively promote the unique selling points of the business and special offers available and promotions to customers
* BS6 Use technology appropriately and efficiently in line with company policy in a way that supports customer service and ensure that faults and maintenance issues are reported promptly
* BS7 Comply with legal requirements to avoid risks, minimise disruption to the business and to maintain the safety and security of people at all times
* BS8 Work in a way that minimises negative effects on the environment for example by managing wastage in line with business procedures.
* BB2 Carry out activities with consideration of their cost and value
* BB3 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
* BB6 Use technology responsibly and take an interest in new developments that relate to own job role
* BB7 Work with integrity in a safe, honest and trustworthy manner putting personal safety and that of others first
* BB8 Demonstrate personal commitment to minimising the negative affect on the environment caused by work activities
 |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BS2/BB2 The apprentice demonstrated the ability to process payments/transactions, and handling of stock, considering costs and value to minimise financial loss.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BS3/BB3 The apprentice demonstrated the ability to meet deadlines organising their own work, having the confidence to ask for guidance and act on feedback relating to personal performance.

**Distinction criteria*** The apprentice demonstrated working efficiently and effectively with ease, prioritising tasks so that they are completed in a sequenced and well-ordered manner.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BS4/BS5 BB4/5 The apprentice demonstrated clear communication providing relevant and useful information on products and services based on a clear understanding of customers’ needs, actively promoting the unique selling points of the business, special offers available and promotions to customers.

**Distinction criteria*** The apprentice demonstrated consistently representing the business/brand standards.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BS6/BB6 The apprentice demonstrated the use technology appropriately, efficiently and responsibly in line with company policy in a way that supports customer service and ensures that faults and maintenance issues are reported promptly
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BS7/BB7/BS8/BB8 The apprentice demonstrated working with integrity, complying with legal requirements minimising risks and negative effects on the environment, whilst maintaining personal and other team members’ safety and security.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **People** * PS1 Communicate accurately and effectively with others in line with the business culture to achieve the best result according to the situation
* PS2 Support team members to ensure that the products and services delivered are of a high quality, on time and meet customer expectations in line with business needs
* PS3 Put people at ease in all matters, adapt products and services as necessary, helping them to feel welcome and supported and provide them with information that is relevant to their needs
* PB1Take a friendly and outgoing approach and enjoy talking and interacting with others, and communicating according to the business / brand standard
* PB2 Demonstrate pride in own role through a consistently positive and professional approach, and be aware of the impact of personal behaviour within the team
* PB3 Operate in a fair and professional manner
 |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** PS1/PB1/PS2/PS3/PB3 The apprentice demonstrated the skills to welcome and support colleagues and customers putting them at ease to ensure required information, goods and services were given operating in a fair and professional manner, adapting products and services as necessary.

**Distinction criteria*** PB2 The apprentice demonstrated their ability to go beyond customers’ expectations taking pride in their own role through a consistently positive approach and being aware of the impact of personal behaviours within the team.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **First Line Supervision** * SS1 Contribute to meetings and planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained.
* SB1 Demonstrate the ability and confidence to deputise for the line manager when necessary
 |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** SS1/SB1 The apprentice demonstrated the ability to deputise for the line manager, contributing to meetings and shift briefings and assisting in the monitoring of standards to help ensure quality is maintained
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Food and Beverage Service** * F&BS1 Ensure each stage of food and beverage service meets business/ brand standard, including, for example, customer arrival, provision of information, promoting menu and other items, taking and processing orders, serving food and drink and taking payments.
* F&BB1 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
* F&BB2 Use appropriate opportunities to upsell and promote additional products and services
* F&BB3 Actively seek opportunities to delight and ‘wow’ customers in line with the business / brand standard
 |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** F&BS1 The apprentice demonstrated preparing service areas, equipment and customer dining areas for food and beverage service adhering to brand standard.

**Distinction criteria*** F&BS1/F&BB1 The apprentice demonstrated a responsible approach and prepared service areas, equipment and customer dining areas to meet business/brand standards in a timely manner.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Witness Testimony for**  |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** F&BS1/2 The apprentice demonstrated greeting customers and taking orders, serving food and beverages and maintained the dining area during service giving accurate information to customers and meeting business/brand standards

**Distinction criteria*** F&BS1F&BB3 The apprentice demonstrated providing a positive welcome in line with the brand/organisational standards, the delivery of an efficient and timely service, keeping work area consistently clean and tidy, exceeding customer expectations.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |

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| Employer Declaration  |
| **I can confirm that:*** **The examples provided within this witness testimony are a true and accurate account of real work-based examples. The apprentice has been observed carrying out work based activities where they have shown practical competency against the standard.**
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| **Witness Signature** |  | **Date** |  |

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| Apprentice Declaration |
| **I confirm that:*** **The examples provided within this witness testimony are accurate and based on real-work based examples where I have practically demonstrated competency against the standard.**
* **I understand that the details of the examples included may be explored further by the Independent End-point Assessor during the Practical Observation Question & Answer session.**
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| **Apprentice Signature** |  | **Date** |  |