

Hospitality Team Member Apprenticeship (9083-11/12/14)

Version 1.2 (September 2018)

End-Point Assessment Handbook

Version and date	Change detail	Section
V1.1 August 2018	Additional details given for 'Meat' and 'Poultry'	6.1.2
V1.2 September 2018	Reference to '50 qs in test' changed to '52 qs'	Task Instructions

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Introduction

About this document

This document sets out the content that needs to be taught to prepare for the Knowledge Test components of the following routes of Hospitality Team Member End-Point Assessment.

This content is divided into five areas of learning.

Core units

- 1 Customer
- 2 Business
- 3 People
- 4 First Line Supervision/Team Leading

Specialist functions

- 5 Food and Beverage Service (201/206)
- 6 Food Production (202/207)
- 7 Alcohol Beverage Service Wine (203/208)
- 8 Alcohol Beverage Service Beer/Cask Ales (204/209)
- 9 Alcohol Beverage Service Cocktails (205/210)

1 Customer

Topics

- 1.1 Customer profiles and types of hospitality businesses
- 1.2 Meeting and exceeding customer expectations in line with business /brand standards
- 1.3 Managing customer feedback to improve services

Topic 1.1

1.1.1

Customer profiles

- Leisure
- Business
- Single travelers
- Groups
- Families
- Customers with disabilities

Types of hospitality businesses

- Commercial e.g. hotels, restaurants, bars
- Service e.g. hospital, transport

1.1.2

Customer needs and expectations

- Dietary
- Cultural
- Religious
- Time factors
- Experience e.g. celebration, special event
- Destination
- Price
- Style of service

Topic 1.2

1.2.1

Importance of business brand standards

- Create awareness of business
- Differentiate business from competition
- Standardisation across the business

1.2.2

Characteristics of excellent customer service

- Attitude
- Behaviours
- Courtesy
- Quality of service

- Knowledge
- Timing
- Value
- Problem solving

1.2.3

Benefits of meeting and exceeding customer needs in relation to:

- The customer
 - Positive first and last impressions
 - Feeling of wellbeing
 - Willing to return
- The business
 - Repeat business
 - Brand recognition
 - Positive reviews
- The team
 - Staff motivation
 - Job satisfaction
 - Job security
 - Staff recognition

Topic 1.3

1.3.1

Handling customer problems

- Adopting appropriate behaviours
 - Attitude
 - Tact
 - Diplomacy
 - Courtesy
 - Positive body language
- Types of actions/ responses
 - Respond promptly
 - Limitations of own authority/ who else should be informed
 - Keep customer informed of follow up actions

1.3.2

Customer feedback platforms

- Face to face
- Formal and informal feedback
- Social media
- Internet review sites
- Business website
- Customer service email

- Independent reviews
- Mystery guests

2 Business

Topics

- 2.1 Know how own role can minimise financial loss to the business
- 2.2 Impact of personal discipline in approach to work on business brand reputation
- 2.3 Understand the use of technology in hospitality businesses
- 2.4 Legislative responsibilities relating to hospitality businesses
- 2.5 Impact of hospitality businesses on the environment

Topic 2.1

2.1.1

How to minimise and monitor waste

- How to avoid wastage e.g. food, beverages, breakages
- Importance of recording waste

Cost saving measures relevant to the workplace

- Stock control e.g. FIFO
- Energy efficiencies e.g. lights, refrigeration, closing doors
- Using incorrect equipment for jobs e.g. using napkins rather than cloths for mopping up
- Portion controls, measures

2.1.2

Security measures in the workplace

- Follow stock systems
- Apply security measures around cash handling
- Monitor customer payments i.e. walkouts
- Keep store rooms secured

Standard procedures for handling different payment types and transactions

- Cash
- Credit cards
- Vouchers
- Contactless
- Foreign currency

Topic 2.2

2.2.1

Personal disciplines that maintain work standards

- Time keeping
- Regular work attendance
- Personal appearance
- Personal hygiene
- Conduct
- Social media profile

Topic 2.3

2.3.1

Impact of technology on customers and the business

- Speed of ordering e.g. iPad, electronic ordering
- Online information on menus/ beverages/ online ordering in advance
- Online booking systems
- Up to date information posted via social media sites
- Emailed receipts
- Feedback via email, internet review sites, business website

Topic 2.4

2.4.1

Legislative responsibilities of hospitality businesses in relation to

- Food Safety Act
- Consumer Rights Act
- Health & Safety at Work Act
- Licensing Act
- Weights and Measures Act
- Data Protection
- Food Information for Consumers Regulation - allergens

Topic 2.5

2.5.1

Environmental issues within hospitality businesses

- Food miles
- Carbon footprint
- Noise pollution
- Fair trade
- Wastage
- Energy management
- Recycling
- Sustainability

3 People

Topics

- 3.1 How people performance impacts on successful food service
- 3.2 How to support team members when the need arises

Topic 3.1

Characteristics of individuals and teams

Characteristics of individuals and team's performance and how they are used to perform effectively:

- Punctuality
- Attendance
- Presentation
- Hygiene
- Food safety
- Communication
- Enthusiasm
- Motivation
- Preparedness for work
- Attitude
- Efficiency
- Initiative
- Support for others
- Conflict resolution
- Time management.

Characteristics needed to achieve food preparation and service goals.

Conflict

How to deal with conflict with colleagues.

Communication

The suitability of different forms of communication for different purposes:

- Email
- Text
- Social media
- Telephone
- Face to face.

Impacts of performance

Impacts of positive and negative individual and team performance on:

- The team
- The business
- Customer experience.

Topic 3.2

support for team members

- How to respond to requests for assistance from a colleague
- Importance of being supportive whilst ensuring own priorities are met
- How to recognise when colleagues need assistance
- Implications of not supporting team members.

4 First Line Supervision/Team Leading

Topics

4.1 Understand how to support the supervision of team members

Topic 4.1

4.1.1

Principles of first line supervision

- Communication
- Organisational skills e.g. time and resource management
- Ability to adapt and implement change
- Promoting key values
- Maintaining business standards e.g. order of work
- Team building skills

5 Food and Beverage Service (201/206)

Topics

- 5.1 Food and beverage service styles and standards
- 5.2 Features of menu items
- 5.3 Legislation relating to food and beverages
- 5.4 Food and beverage pairing in line with the menu

Topic 5.1

5.1.1

Different service methods

- Formal dining
 - gueridon service
 - butler service
 - silver service
 - plate service
- Casual dining
 - counter service
 - plate service
 - self service
 - family service
- Quick service dining
 - fast food
 - takeaway
- Buffet dining
 - carvery
 - finger
 - breakfast

5.1.2

Service sequence

- Preparation
 - service areas and equipment
 - customer and dining areas
- Customer arrival and greetings
- Providing information
- Promoting menu and other items
- Taking and processing orders
- Serving food and beverages
- Maintaining tables and dining area
- Clearing customer, dining and service areas after service
- Taking payments and customer departure

- Close down procedures

Topic 5.2

5.2.1

Product knowledge of menu items

- Ingredients
- Cooking methods
- Seasonality
- Dietary requirements e.g. low fat, low salt, calorie controlled
- 14 classified allergens
- Cultural and religious
- Accompaniments – traditional
- Life style choices e.g. vegan, vegetarian

5.2.2

Importance of providing accurate customer information in relation to;

- Menu items
- Ingredients
- 14 classified allergens
- Dietary information
- Promotions
- Price
- Special offers
- Cooking and service methods

Topic 5.3

5.3.1

Current legislation relating to menu items, products and services

- Food Safety Act
- Consumer Rights Act
- Health & Safety at Work Act
- Licensing Act
- Weights and Measures Act
- Food Information for Consumers Regulation – allergens

Topic 5.4

5.4.1

Traditional basic food and beverage matches

- Poultry with white wines
- Fish with light white wines
- Red meat with full bodied red wines
- Desserts with sweet or sparkling wine
- Spicy foods with aromatic wines, specialist beers
- Cheese with robust red wine or port

6 Food Production (202/207)

Topics

6.1 Basic food processing tasks - preparation, cooking and regeneration of food

6.2 Maintaining food safety and quality

Topic 6.1

6.1.1

Foods that are common allergens

6.1.2

Different food groups commonly used in food production

- Meat – red (beef, lamb), white (pork)
- Poultry - chicken, turkey, duck
- Fish – flat, round, oily
- Shellfish
- Dairy
- Dried goods
- Vegetables – tubers, leaf, flower, stem, root, fruit, bulbs, fungi, seeds
- Fruit – citrus, with stones, berries, hard fruit

6.1.3

Food preparation, processing and cooking techniques

Preparation

- Cold preparation
- Portioning
- Defrosting
- Packaging
- Preparation of fruit, salads, vegetables

Processing

- Cook chill
- Regeneration
- Batch cooking
- Cook to order

Cooking

- Grilling/griddling
- Frying – Deep and shallow
- Roasting
- Boiling
- Steaming
- Poaching
- Baking

6.1.4

Types of unexpected situations when preparing and producing food

- Broken equipment
- Power cuts
- Deliveries not arriving
- Staff shortages
- Injuries or accidents
- Fire

Topic 6.2

6.2.1

Food safety and quality procedures to maintain excellent standards of hygiene

- Personal hygiene
- Safe and hygienic working practices
- Control of pests
- Cleaning
- Labelling
- Food safety management systems – HACCP
- Correct storage
- Avoiding contamination
- Temperature controls

6.2.2

Importance of following food safety and quality procedures

- Prevention of cross contamination
- Prevention of food poisoning
- Prevention of food spoilage
- Financial e.g. waste, fines
- Reputation
- Legal reasons
- Professionalism

7 Alcohol Beverage Service Wine (203/208)

Topics

- 7.1 Know a variety of alcoholic beverages and their basic characteristics
- 7.2 Conditions and equipment for storing alcoholic beverages
- 7.3 Legislation regarding licensing and the sale of alcohol
- 7.4 Information relating to customers
- 7.5 Wine styles, grape varieties and basic characteristics
- 7.6 Preparation and service of wine

Topic 7.1

7.1.1

Know the characteristics of different alcoholic beverages and their ingredients

- Wines
- Beers
- Ciders
- Spirits
- Liqueurs
- Vermouth
- Fortified wines
- Bottled e.g. ready to drink, flavoured alcoholic beverages

Topic 7.2

7.2.1

The storage conditions required for optimum quality

- Lighting
- Temperature controlled
- Security
- Pest proof
- Clean

7.2.2

Areas and equipment required to store alcoholic beverages

- Cellar
- Secure storage
- Fridges
- Cooling system
- Racking
- Shelving
- Stillage
- Lifting equipment

Topic 7.3

7.3.1

Legal requirements relating to:

- Licensing Act
- Weights and Measures Act
- Consumer Rights Act
- Food Information for Consumers Regulation

Topic 7.4

7.4.1

Information that must be given to customers regarding alcohol

- Special offers
- Promotions
- Ingredients
- Basic characteristics
- Strength of the drink
- Price
- Measures

Importance of providing accurate information

- Comply with legislation
- Maintain business reputation
- Prevent harm to customers
- Prevent complaints
- Increase sales

7.4.2

Understand symptoms that indicate customers have drunk excessive amounts or are under the influence of drugs

- Slurred speech
- Glazed eyes
- Poor coordination
- Lack of balance
- Memory loss
- Short temper
- Lack of inhibition
- Impaired judgement
- Dilated pupils

Legal responsibilities of bar staff

- Refuse admittance
- Don't serve more alcohol

7.4.3

Know how to deal with violent or disorderly customers

- Remain calm
- Don't respond to aggressive behaviour
- Keep safe remain behind the bar
- Keep tone of your voice level
- Inform line manager/security

Topic 7.5

7.5.1

Wine types

- Still
- Sparkling
- Fortified

Wine styles and characteristics

- Body
- Sweetness
- Acidity
- Tannin
- Fruit

Common red and white grape varieties for popular wines

- White – Sauvignon Blanc, Chardonnay, Riesling, Pinot Grigio
- Red – Merlot, Cabernet Sauvignon, Shiraz, Pinot Noir

Topic 7.6

7.6.1

Preparation standards and method for serving wine including

- Safe hygienic working practices
- Stock
- Equipment
- Measures
- Glasses
- Temperatures

Specialist equipment and glassware required for the service of each type of wine

- Carafes/decanter
- Ice buckets/coolers

- Openers

7.6.2

Indicators in wine which makes it unsuitable to drink

- Corked
- Sediment
- Cooked
- Damaged bottle

7.6.3

Factors to consider when providing advice to customers on choice of wine

- Food and wine pairing
- Country of origin
- Vintage
- Customer expectations e.g. occasion
- Maximising sales

7.6.4

Unexpected situations that may occur when serving wine and how to deal with these

- Lack of stock
- Broken cork
- Chipped/cracked glass
- Dirty equipment
- Customer complaint

8 Alcohol Beverage Service Beer/Cask Ales (204/209)

Topics

- 8.1 Know a variety of alcoholic beverages and their basic characteristics
- 8.2 Conditions and equipment for storing alcoholic beverages
- 8.3 Legislation regarding licensing and the sale of alcohol
- 8.4 Information relating to customers
- 8.5 Beers and their characteristics
- 8.6 Preparation and service of beers
- 8.7 Cellar and storage procedures

Topic 8.1

8.1.1

Know the characteristics of different alcoholic beverages and their ingredients

- Wines
- Beers
- Ciders
- Spirits
- Liqueurs
- Vermouth
- Fortified wines
- Bottled e.g. ready to drink, flavoured alcoholic beverages

Topic 8.2

8.2.1

The storage conditions required for optimum quality

- Lighting
- Temperature controlled
- Security
- Pest proof
- Clean

8.2.2

Areas and equipment required to store alcoholic beverages

- Cellar
- Secure storage
- Fridges
- Cooling system
- Racking
- Shelving
- Stillage
- Lifting equipment

Topic 8.3

8.3.1

Legal requirements relating to:

- Licensing Act
- Weights and Measures Act
- Consumer Rights Act
- Food Information for Consumers Regulation

Topic 8.4

8.4.1

Information that must be given to customers regarding alcohol

- Special offers
- Promotions
- Ingredients
- Basic characteristics
- Strength of the drink
- Price
- Measures

Importance of providing accurate information

- Comply with legislation
- Maintain business reputation
- Prevent harm to customers
- Prevent complaints
- Increase sales

8.4.2

Understand symptoms that indicate customers have drunk excessive amounts or are under the influence of drugs

- Slurred speech
- Glazed eyes
- Poor coordination
- Lack of balance
- Memory loss
- Short temper
- Lack of inhibition
- Impaired judgement
- Dilated pupils

Legal responsibilities of bar staff

- Refuse admittance
- Don't serve more alcohol

8.4.3

Know how to deal with violent or disorderly customers

- Remain calm
- Don't respond to aggressive behaviour
- Keep safe remain behind the bar
- Keep tone of your voice level
- Inform line manager/security

Topic 8.5

8.5.1

Beer styles and characteristics including bottled, keg and cask ales

Styles

- Ales
- Lagers
- Ciders
- Stout
- Flavoured

Beer characteristics

- Aroma
- Appearance e.g. colour, clarity
- Flavour
- Ingredients
- Carbonation
- ABV

Topic 8.6

8.6.1

Preparation, service standards and techniques for serving beer

- Safe hygienic working practices – cleaning lines and equipment
- Food safety - check quality, storage temperatures, date
- Stock
- Equipment
- Measures
- Glasses
- Temperatures

8.6.2

Factors to consider when providing advice to customers on choice of beer

- Food pairing
- Meeting customer requirements
- Maximising sales

- Strength of alcohol (ABV)

8.6.3

Types of unexpected situations that may occur and how to deal with them when;

- Preparing the area for service - Lack of stock, seating areas damaged, power failure
- Preparing equipment for service - Dirty equipment, chipped/cracked glass, broken equipment
- Pouring and serving beer - customer complaint, faulty product, temperature, empty barrel/keg

8.6.4

Know what the indicators are in beer/cask ales which mean it is unsuitable for drinking

- Flat
- Cloudy
- Sediment
- Sour
- Temperature

Topic 8.7

8.7.1

Correct cellar procedures and conditions

- Cellar security
- Storage conditions - temperature and environmental control
- Safe and hygienic working practices when preparing kegs, casks and gas for use
- Stock rotation
- Preparation of casks for service

9 Alcohol Beverage Service Cocktails (205/210)

Topics

- 9.1 Know a variety of alcoholic beverages and their basic characteristics
- 9.2 Conditions and equipment for storing alcoholic beverages
- 9.3 Legislation regarding licensing and the sale of alcohol
- 9.4 Information relating to customers
- 9.5 Base ingredients for cocktails
- 9.6 Preparation and service of cocktails

Topic 9.1

9.1.1

Know the characteristics of different alcoholic beverages and their ingredients

- Wines
- Beers
- Ciders
- Spirits
- Liqueurs
- Vermouth
- Fortified wines
- Bottled e.g. ready to drink, flavoured alcoholic beverages

Topic 9.2

9.2.1

The storage conditions required for optimum quality

- Lighting
- Temperature controlled
- Security
- Pest proof
- Clean

9.2.2

Areas and equipment required to store alcoholic beverages

- Cellar
- Secure storage
- Fridges
- Cooling system
- Racking
- Shelving
- Stillage
- Lifting equipment

Topic 9.3

9.3.1

Legal requirements relating to:

- Licensing Act
- Weights and Measures Act
- Consumer Rights Act
- Food Information for Consumers Regulation

Topic 9.4

9.4.1

Information that must be given to customers regarding alcohol

- Special offers
- Promotions
- Ingredients
- Basic characteristics
- Strength of the drink
- Price
- Measures

Importance of providing accurate information

- Comply with legislation
- Maintain business reputation
- Prevent harm to customers
- Prevent complaints
- Increase sales

9.4.2

Understand symptoms that indicate customers have drunk excessive amounts or are under the influence of drugs

- Slurred speech
- Glazed eyes
- Poor coordination
- Lack of balance
- Memory loss
- Short temper
- Lack of inhibition
- Impaired judgement
- Dilated pupils

Legal responsibilities of bar staff

- Refuse admittance
- Don't serve more alcohol

9-4-3

Know how to deal with violent or disorderly customers

- Remain calm
- Don't respond to aggressive behaviour
- Keep safe remain behind the bar
- Keep tone of your voice level
- Inform line manager/security

Topic 9.5

9.5.1

Common base ingredients for classic cocktails

Whisky

- Manhattan
- Whisky sour
- Old fashioned
- Rusty nail

Gin

- Martini
- Negroni
- Singapore Sling
- Gin Fizz
- Tom Collins

Vodka

- Bloody Mary
- Cosmopolitan
- White Russian
- Screwdriver

Rum

- Mojito
- Daiquiri
- Pina Colada
- Mai Tai

Brandy/Cognac

- Brandy Alexander
- Sidecar
- Stinger

Tequila

- Margarita
- Tequila Sunrise

Liqueurs

- B52

Sparkling wine – Champagne/Prosecco

- Classic Champagne cocktail
- Bucks fizz
- Kir royale
- Black velvet
- Bellini

Fruit juice/carbonated water

- St Clements
- Virgin Mary
- Shirley Temple
- Virgin mojito

Topic 9.6

9.6.1

Importance of preparing cocktail ingredients and equipment prior to service

- Standardisation
- Stock control
- Speed of service
- Professionalism
- Meeting customer expectations

9.6.2

Prepare for the service of cocktails

- Safe hygienic working practices
- Food safety requirements- check quality, storage temperatures, date
- Stock
- Equipment
 - shakers
 - mixing glass
 - stirrers, strainers
 - blenders
 - pourers
 - ice crusher
 - muddler
 - cocktail spoon

- Measures
- Glasses
- Temperatures

Task instructions for centres/employers/training providers

- The test can be taken at any time during the End Point Assessment phase, but must be passed before taking the Professional Discussion assessment.
- This Knowledge Test is available on demand through evolve. No reservation request is needed.
- This is a 90 minute, on-demand, 4-option, multiple choice test
- Apprentices are allowed an additional 5 minutes reading time prior to commencing the test
- There are 52 questions in the test
- It is externally set and marked
- Some questions will require the apprentice to consider a course of action or solution to a situation/problem based on a 'real life' workplace activity in line with the identified requirements of the standard
- Some questions will require the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard.
- An invigilator will need to be provided for the test
- Apprentices should be prepared for the test. A sample paper is available.

Useful contacts

Centres

Exam entries, Certificates,
Registrations/enrolment, Invoices, Missing
or late exam materials, Nominal roll reports,
Results

E: centresupport@cityandguilds.com

Learners

General qualification information

E: learnersupport@cityandguilds.com

Other contacts

For other contacts visit the Contact Us page
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W: www.cityandguilds.com/help/contact-us

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