## Level 3 Hospitality Supervisor (Food & Beverage Service) End-point Assessment (9084-31)

**Assessment 702/752 – 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** |
| P1 Ensure all actions are in line with business / brand standard |  |  |
| P2 Ensure activities comply with legal requirements, industry regulations, social responsibility professional codes |  |  |
| P3 Brief the team on required activities, setting realistic work objectives |  |  |
| P4 Communicate effectively with team, customers and other departments / stakeholders |  |  |
| P5 Monitor the team during activities to ensure correct performance levels are achieved |  |  |
| P6 Provide leadership, supervision and support to the team and its members as required, leading by example to maximise performance |  |  |
| PFB1 Prepare the food / beverage area for service, ensuring business / brand standards are maintained and menus / promotional materials are up to date and presented accurately |  |  |
| PFB2 Ensure stock / resources are ready for service |  |  |
| PFB3 Ensure customers are met, given the correct information receive food and beverage service in line with business / brand standard |  |  |
| PFB4 Process payments / record consumption and keep all records (manual or electronic) up to date and supplied to the correct person |  |  |

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| **Module** | **Assessment criteria** | **Comments / justification** | **Competence demonstrated Y/N** |
| **Business (Module 1)** | ACK2 Explain why it is important to work according to own organisation’s vision and values to achieve business targets |  |  |
| ACK5 Describe information used to evaluate individuals’, teams’ and departments’ contributions to the whole organisation |  |  |
| ACS3 Supervise the delivery of a quality customer service, in line with organisation’s standards |  |  |
| ACS5 Evaluate individuals, team and the department contribution in line with organisational procedures |  |  |
| ACS6 Ensure team follows processes and procedures in line with organisation’s standards |  |  |
| ACB1 Demonstrate a personal drive to achieve the business values, vision and objectives |  |  |
| ACB2 Operate astutely and credibly on all matters that affect business finance  |  |  |
| ACB3 Operate with a quality focus to achieve the best for the organisation  |  |  |
| ACB4 Positively support the benefits of working within standard business operating procedures |  |  |
| **People****(Module 2)** | ACK2 Describe how to support and work with team member to achieve targets and business objectives |  |  |
| ACS1 Effectively organise and coordinate a team to meet with expected levels of customer demand within business constraints |  |  |
| ACS2 Support the team by setting objectives that are realistic but challenge the team and work continuously to accomplish the best results |  |  |
| ACS3 Demonstrate effective methods of communication that achieve the desired results |  |  |
| ACS4 Take action to correct poor communication within the team |  |  |
| ACS5 Actively support team members to maximise potential in their role and identify opportunities for development |  |  |
| ACB2 Strive to continuously improve the effectiveness of personal communications  |  |  |
| ACB3 Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach |  |  |
| ACB4 Encourage team members to see the importance of their role within the wider business and opportunities for development  |  |  |
| **Customers****(Module 3)** | ACK3 Explain the marketing and sales activities used by the hospitality businesses and how to support them to achieve the desired outcome |  |  |
| ACS1 Coordinate the team to deliver to customers according to their needs in line with organisational standards, enhancing the customer experience where appropriate  |  |  |
| ACS2 Implement marketing and sales activities in own area, ensuring team are fully supported to deliver them |  |  |
| ACS3 Make suggestions for future marketing and sales activities within area of responsibility  |  |  |
| ACS4 Actively promote the brand and product; consistently maintain the highest standards  |  |  |
| ACB2 Encourage team to demonstrate personal pride in own role through a consistently positive and professional approach |  |  |
| ACB3 Demonstrate a belief in the brand and products the business offers |  |  |
| **Leadership****(Module 4)** | ACS1 Use leadership styles and supervisory management skills appropriate to the organisation and situation |  |  |
| ACB1 Lead by example to maximise performance  |  |  |
| ACB2 Act as a role model operating in an empathic, fair and consistent professional manner |  |  |
| **Food & Beverage (Module 5)** | ACS1 Check menus and promotional materials are current and accurate |  |  |
| ACS2 Check that the team present menus and promotional materials accurately  |  |  |
| ACS3 Brief team on menu items and ensure customers are provided with helpful information and recommendations on food and beverages |  |  |
| ACS4 Supervise the team members to prepare food and beverage services areas in good time, ensuring all resources are available and ready for use |  |  |
| ACS5 Ensure team members provide effective service in line with service style meeting customer needs and business standards |  |  |
| ACS6 Carry out checks to ensure the food and beverage areas, customer areas, promotional materials, menus and resources are ready for use |  |  |
| ACS7 Monitor the food and beverage service areas and quality of service to ensure accurate and effective service in line with customer needs and bran standards |  |  |
| ACS8 Check stock levels of products and equipment readiness to deliver on customer needs and business objectives |  |  |
| ACS9 Demonstrate that you have up-to-date knowledge of current legislation in relation to products and services |  |  |
| ACB1 Demonstrate passion for high quality food and drink products and services |  |  |

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| **Distinction Grading criteria** | **Comments / justification** | **Competence demonstrated Y/N** |
| D1 Plan activities to maximise time and available resources |  |  |
| D2 Identify opportunities to ‘go the extra mile’ with either customers or in supporting the team |  |  |
| D3 Actively promote business / brand standard when briefing team members and monitoring service |  |  |
| D4 Ensure communications are efficient, understood and resultant actions undertaken at the appropriate time  |  |  |
| D5 Minimise potential disruption by proactively assessing the activities and identifying and addressing issues in advance |  |  |

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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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