**Level 3 End-point Assessment for ST0230/AP01**

**Hospitality Supervisor – Events Supervisor (9084-36)**

**Assessment 708/758 - Practical observation**

**Employer Witness Testimony to confirm competency**

|  |  |  |  |
| --- | --- | --- | --- |
| **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. BS3)
 |

|  |
| --- |
| **Business*** BK3 Understand how own business area interacts with others and the organisation as a whole
* BK4 Know the standard business operating procedures
* BS3 Supervise the delivery of a quality service that supports the department in achieving overall business objective
* BS4 Monitor the team to ensure they follow processes and procedures in line with business / brand standards at all times
* BS7 Monitor and ensure compliance to legislative requirements in all work activities
* BB1 Demonstrate a personal drive to achieve the business values, vision and objectives
* BB2 Operate astutely and credibly on all matters that affect business finance
* BB3 Operate with a quality focus to achieve the best for the business
* BB4 Positively support the benefits of working within standard business operating procedures
 |
| **Witness Testimony for Business** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BK3/BS3/BB1/BB3 The apprentice demonstrated supervising the delivery of service with a quality focus that supports the department in achieving overall business values, vision and objectives through personal drive.

**Distinction criteria*** BK3/BS3/BB1/BB3 The apprentice demonstrated the ability to minimise potential disruption by pro-actively assessing activities and addressing issues in advance.
 |
| **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 Business** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BK4/BS4/BB4 The apprentice demonstrated monitoring the team in line with business operating procedures / brand standards at all times.
 |
| **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 Business** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BS7 The apprentice demonstrated monitoring compliance with legislative requirements in all work activities.
 |
| **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 Business** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** BB2 The apprentice demonstrated the ability to operate astutely and credibly on all matters that affect business finance.
 |
| **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*** PK2 Perform activities to positively promote business/brand standards and identify opportunities to increase sales and achieve customer loyalty
* PS1 Plan resource and organise the team to meet expected levels of customer demand within business constraints
* PS2 Set realistic but challenging objectives with the team and work continuously to accomplish the best results
* PS3 Demonstrate effective methods of communication that achieve the desired results, taking action to correct poor communication within the team
* PS4 Actively support team members to maximise potential in their role and identify opportunities for development
* PB2 Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach
* PB3 Strive to continuously improve the effectiveness of personal communications
* PB4 Encourage team members to see the importance of their role within the wider business and opportunities for development
 |
| **Witness Testimony for people** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** PK2/PS1/PS2/PB2/ CK2/CS2/CB2 (see customers criteria) The apprentice demonstrated planning and organising the team to meet business levels, setting realistic challenging objectives and working with the team to achieve the best results.

**Distinction criteria*** The apprentice demonstrated the ability to plan activities to maximise time and available resources.
 |
| **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 people** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** PS3/PB3 The apprentice demonstrated effective communications with the team, customers, and other departments/stakeholders.

**Distinction criteria*** The apprentice demonstrated the ability to ensure communications were efficient, understood and resulted in action being undertaken at the appropriate time.
 |
| **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 people** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** PS4/PB4 The apprentice demonstrated supporting team members to maximise potential and identifying opportunities for development.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Customers*** CK2 Understand how to work with hospitality team members to achieve targets and support business objectives
* CS1 Coordinate the team to deliver to customers according to their needs in line with business / brand standards, enhancing their experience where appropriate
* CS2 Set realistic but challenging objectives with the team and work continuously to accomplish the best result
* CS3 Actively promote the brand and product; and consistently maintain the highest standards
* CB2 Encourage team to demonstrate personal pride in their role through a consistently positive and professional approach
* CB3 Demonstrate a belief in the brand and product the business offers
 |
| **Witness Testimony for customers** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** CS1 The apprentice demonstrated coordinating the team to meet customer needs through delivering business/brand standards.

**Distinction criteria*** The apprentice demonstrated their ability to identify opportunities to ‘go the extra mile’ with customers or in supporting 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 |  |  |  |
| **Witness Testimony for customers** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** CS3/CB3 The apprentice demonstrated actively promoting the brand and products whilst maintaining the highest standards.

**Distinction criteria*** CS3/CB3 The apprentice demonstrated the ability to actively promote the brand standards when monitoring 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 |  |  |  |
| Leadership* LS1 Use leadership styles and supervisory management skills appropriate to the business and situation
* LB1 Lead by example to maximise performance
* LB2 Act as a role model operating in an empathic, fair and consistent professional manner
 |
| **Witness Testimony for leadership** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria*** LS1/LB1/LB2 The apprentice demonstrated using leadership styles and supervisory skills appropriate to the business situation, leading by example and acting as a role model.
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |
| **Events Supervisor*** **ES1 Support event planning and coordinate events in line with customer requirements, communicating appropriately with a variety of organisations such as suppliers and exhibitors**
* **ES2 Act as the main point of contact for customers during the event to ensure their requirements are met according to the event agreement**
* **ES3 Maintain a record of expenses and adhere to the budget set by the customer**
* **EB1 Is highly organised and proactive, anticipating and solving problems quickly to ensure stakeholder satisfaction**
 |
| **Witness Testimony for bar supervisor** |
| Please provide **two** specific examples of how and when the apprentice has demonstrated competency against the criteria; |
| **Pass criteria**ES1/ES2/ES3/EB1The apprentice demonstrated the ability to:* Support event planning and coordinate events to meet customer requirements
* Communicate appropriately with customers, other departments and organisations
* Act as the main point of contact during events to ensure customer requirements are met
* Maintain records of expenses and adhering to budgets
* Work in a highly organised manner, anticipating and solving problems quickly

**Distinction criteria*** The apprentice demonstrated their ability to work efficiently in a coordinated way, exceeding timescales, standards or ways of working
 |
| **Example 1**They demonstrated this by…….**Example 2**They demonstrated this by……. |
| Date the above examples took place |  |
| Cross reference to criteria if applicable |  |  |  |

|  |
| --- |
| 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.**
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Witness Signature** |  | **Date** |  |

|  |
| --- |
| 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.**
 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice Signature** |  | **Date** |  |