



# Hospitality team member standard: Assessment plan

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# 1. Introduction

This document sets out the requirements and process for independent end assessment of the hospitality team member apprenticeship standard approved by the Government (Department of Business, Innovation & Skills (BIS)). All apprenticeship standards must include independent end assessment to check the apprentice's overall performance against the standard. It is designed for employers, apprentices, education and training providers and assessment organisations.

Independent end assessment occurs when the employer is satisfied that the apprentice is working consistently at or above the level set out in the hospitality team member apprenticeship standard. The assessment period for the hospitality team member standard can commence at any point once the apprentice is competent after the twelve-month minimum period of learning and development.

## 2. Apprentice's readiness for independent end assessment

### i. Achieving full competence

The period of learning, development and continuous assessment is managed by the employer, in most cases with the service of an education or training provider. Although learning, development and on-programme assessment is flexible and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the standard:

*Throughout the period of learning and development, and at least every two months, the apprentice should meet with the on-programme assessor to review and record their progress against the standard using the on-programme progression template (freely available at [People1st.co.uk](http://People1st.co.uk)). At these reviews evidence should be discussed and recorded by the apprentice. Once the apprentice is deemed competent the relevant section(s) of the standard should be signed off by the employer with the support of those involved in the learning and development.*

*The on-programme reviews and record is important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for independent end assessment. The on-programme progression template is NOT a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment. A minimum of six meetings and completed records are recommended, to show ongoing competence across the entire standard, over a minimum of a twelve month period prior to starting the independent end assessment.*

Further guidance and support on planning and managing a hospitality team member apprentice's training and development journey is available at [People1st.co.uk](http://People1st.co.uk).

This assessment plan covers each specialist function of the hospitality team member standard. Regardless of the function selected the same assessment methodology will apply, with the content altered to the correct specialism.

### ii. Readiness for end assessment

The independent end assessment is synoptic, which means it takes an overview of the apprentices' competence. The end assessment should only commence once the employer is confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard which, as a best practice recommendation, could be clearly evidenced by the on-programme progression review meetings and records. The independent end assessment ensures that all apprentices consistently achieve the industry set professional standard for a hospitality team member. Prior to independent end assessment the English and maths components of the apprenticeship must be successfully completed.

A structured meeting will be held and must include the relevant people that have responsibility and accountability for the completion of the apprenticeship, such as: the line manager, on-programme assessor and /or a senior manager as appropriate to the business. It is recommended that the on-programme records, if utilised, are brought to this meeting. The outcomes of the meeting must be recorded on the readiness for **independent end assessment record** (freely available from [People1st.co.uk](http://People1st.co.uk)) to ensure judgements are appropriate, consistent and fair.

Once the employer (supported by the on-programme assessor) is satisfied that the apprentice has achieved full competence a further meeting must take place that includes an independent end assessor, who must be provided with the completed readiness for independent end assessment record at least one week in advance. This meeting may be conducted remotely – e.g. a virtual

meeting using technology such as Skype, as its aim is to secure the plan for the assessment activities, but does not contribute to any assessment decisions.

At the meeting the apprentice is required to supply a two page synopsis of their proposed business project. This should be a written or typed proposal of 200-300 words for discussion and approval. (If for any reason the proposal is not approved at this meeting a revised proposal should be sent to the employer and independent end assessor within one week).

The apprentice must also prepare a brief to the independent end assessor on the business' operations and how it fits into the wider hospitality industry. This will be a one page document, to be presented at the end assessment planning meeting to evidence the relationship between the job role, organisation and the industry. The document will provide the required positioning for the IEA to understand the business culture, how the business operates and organisation / brand standards. This forms part of the independent end assessment, covering the 'Industry Knowledge' section of the standard.

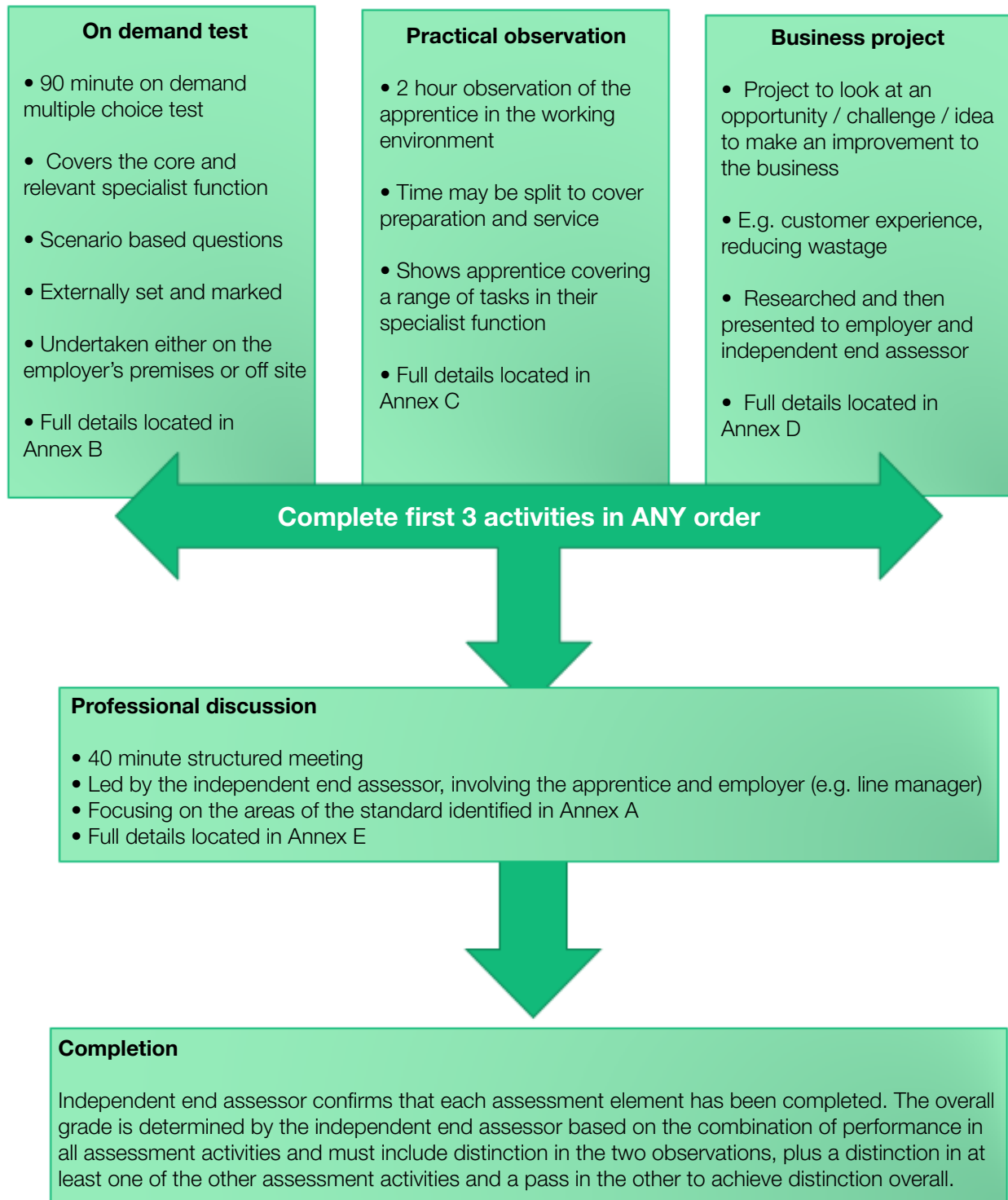
The independent end assessor will agree a plan and schedule for each assessment activity with the apprentice and employer representative to ensure all components can be completed within a two-month end assessment window. Assessment organisations must inform People 1st of the independent end assessments prior to commencement to ensure external quality assurance activity can be planned and implemented. It should be noted that the on programme assessor is not involved in this planning activity as this forms the next step of the apprenticeship journey, moving from the on-programme phase to the end point assessment.

### **iii. Order and timings of the end assessment**

There are four assessment activities for the hospitality team member independent end assessment. The on-demand test, observation and business project may be undertaken in any order and the professional discussion must be the last activity completed. All assessment activities must be completed within two months.

### 3. Summary of independent end assessment process

The apprentice will be assessed to the apprenticeship standard using four complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end assessor as follows:



## 4. Reliability, validity and consistency

Independent end assessment is a culmination of a learning and development journey resulting in external confirmation of an apprentice meeting the industry defined standard. The assessments are conducted by an independent end assessor approved and appointed by an assessment organisation, which is quality assured to ensure consistent, reliable and valid judgements.

In summary, the following controls must be adhered to:

- ✓ A formal structure to plan the end point assessment, allowing planning of internal and external quality assurance, including the use of the readiness for independent end assessment record (freely available from [People1st.co.uk](http://People1st.co.uk)).
- ✓ A common approach to assessment tools and procedures for independent end assessment, which will be freely available. The common approach will help ensure that end assessment tools and procedures are consistent in meeting the requirements for fair, accurate and reliable assessment decisions, against the hospitality team member apprenticeship standard.
- ✓ The mandating of both technical and assessment competence and continuing professional development (CPD) for independent end assessors to ensure that they have the right tools, qualifications, training and experience to make reliable judgements.
- ✓ An end point assessor from an independent assessment organisation, who has had no prior involvement with the apprentice, providing an objective independent view
- ✓ The internal quality assurance of individuals conducting independent end assessments and of independent end assessment outcomes and results, by an SFA registered assessment organisation.
- ✓ Requirements for standardisation of independent end assessments across assessment organisations.
- ✓ The use of externally set and marked on demand tests ensuring a consistent approach regardless of the apprentice's workplace.
- ✓ Four complementary assessment methods provide a clear structure for synoptic assessment across the standard.

## 5. Roles and responsibilities

### Independent end assessor

An independent end assessor must be someone who has nothing to gain from the outcome of the assessment and must not have been involved in training or line management of the apprentice. They must be approved and appointed by the assessment organisation to undertake the independent end assessment of the apprentice.

The employer led approach to end assessment allows assessors to originate from the employer's workforce to assess apprentices in their own organisation as long as independence from the apprentice can be demonstrated (i.e. they must not have been involved in either the learning and development or line management of the apprentice). During independent end assessment they are acting on behalf of, and responsible to, the assessment organisation.

To ensure consistent and reliable judgements are made, independent end assessors will be subject to rigorous quality assurance and must take part in regular standardisation activities. The mandatory criteria for independent end assessors is set out below:

#### a) Occupational expertise of hospitality team member independent end assessors

The requirements set out below relate to all hospitality team member independent end assessors. Independent end assessors must:

- ✓ Have excellent knowledge and understanding of the apprenticeship standard as set out in the industry set Grading Criteria (Annex F)
- ✓ Hold a recognised current workplace assessment qualification. The list of approved qualifications will be published at [www.people1st.co.uk](http://www.people1st.co.uk) and updated as new, appropriate qualifications are released.
- ✓ Have current, relevant occupational expertise and knowledge, at the relevant level of the occupational area(s) they are assessing, which has been gained through 'hands on' experience in the industry.
- ✓ Practice standardised assessment principles set out by the assessment organisation.
- ✓ Have sufficient resources to carry out the role of independent end assessor i.e. time and budget

#### b) Continuous professional development for hospitality team member independent end assessors

It is necessary for independent end assessors to maintain a record of evidence of their continuous professional development (CPD). This is necessary to ensure currency of skills and understanding of the occupational area(s) being assessed, and can be achieved in a variety of ways. It should be a planned process, reviewed on an annual basis, for example as part of an individual's performance review.

Independent assessors should select CPD methods that are appropriate to meeting their development needs. Within a twelve month period an Independent End Assessor will be required to demonstrate they have gained practical experience in the hospitality industry which develops/up-dates their knowledge/skills. The following provides an example of a variety of methods that can be utilised for CPD purposes, a multiple of which need to be experienced/adopted on an annual basis.

#### Updating occupational expertise

- ✓ Internal and external work placements to gain 'hands on' experience
- ✓ Work experience and shadowing



- ✓ External visits to other organisations
- ✓ Updated and new training and qualifications
- ✓ Training sessions to update skills, techniques and methods
- ✓ Visits to educational establishments
- ✓ Trade fairs / shows

### **Keeping up to date with sector developments and new legislation**

- ✓ Relevant sector websites and twitter feeds / social media platforms
- ✓ Membership of professional bodies and trade associations
- ✓ Papers and documents on legislative change
- ✓ Seminars, conferences, workshops, membership of committees/working parties
- ✓ Development days

### **Standardising and best practice in assessment**

- ✓ Regular standardisation meetings with colleagues
- ✓ Sharing best practice through internal meetings, news-letters, email circulars, social media
- ✓ Comparison of assessment and verification in other sectors

## **Assessment organisations**

Assessment organisations are registered on the SFA Register of apprenticeship assessment organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. It is essential that assessment organisations:

- ✓ Ensure independent end assessors are competent in meeting both occupational and assessment criteria requirements
- ✓ Approves and appoints independent end assessors\*
- ✓ Ensure assessments are planned, communicated and executed fairly
- ✓ Quality assures independent end assessments
  - o With planned internal quality assurance activity
  - o Including both desk based and 'live' quality assurance activity
  - o This must be performed on a risk basis, i.e. new or poorly performing assessors must have every element of every assessment quality assured, but established, high performing assessors can be quality assured on a sampling basis, with at least one assessment activity being subject to either desk based or live internal quality assurance activity
- ✓ Ensure on-demand tests are correctly invigilated (Annex C)
- ✓ Ensure standardisation of all assessors occurs on a regular basis, including but not limited to:
  - o Review of annual adherence to CPD requirements
  - o Regular standardisation meetings – usually quarterly but required frequency to depend on internal and external quality assurance outcomes of each assessment organisation
  - o Assessment and verification training sessions
  - o Shadowing and cross checking of other assessors

Employers wishing to conduct end point assessment, either in their own organisation or for other organisations, must register as an assessment organisation on the Register of Apprentice Assessment Organisations in the same way any assessment organisation is required to do. All assessment organisations are required to check the independence of the end point assessor from the apprentice, ensuring that the end point assessor has not been involved in the learning, development or line management of the apprentice. All assessment organisations are subject to external quality

assurance. This exception to the standard constraints for end point assessment was granted by the Skills Minister for the hospitality standards in September 2015

\* Where independent end assessors are sourced from the employer's workforce they must be able to demonstrate independence from the apprentice (i.e. they must not have been involved in either the learning and development or line management of the apprentice) and will act under the remit of the assessment organisation during the period of the assessment.

Assessment organisations will be subject to external quality assurance in order to deliver national consistency across the hospitality sector which is overseen by the Hospitality Apprenticeship Board and managed by People 1st.

## 6. External quality assurance (EQA) of the end point assessment for the hospitality team member apprenticeship standard

All assessment organisations listed on the Register of Apprentice Assessment Organisations (RoAAO) must follow the external quality assurance process in this plan. The external quality assurance will be overseen by a Hospitality Apprenticeship Board and conducted and managed by People 1st on a non-profit making basis. Supporting information on the external quality assurance can be found at [www.people1st.co.uk](http://www.people1st.co.uk).

### Hospitality Apprenticeship Board

Membership to the Board is via a fair and open public nomination and selection process, with input from key industry, education and training organisations. Membership is open to all types and sizes of businesses, including representation from SMEs and organisations that are new to the apprenticeship process. When a vacancy arises, hospitality employers are invited to apply for a seat on the board, demonstrating support from at least two industry and/or education and training organisations, which may include charitable organisations. Nominees will be judged on their experience, knowledge, qualifications and commitment to ensuring that apprentices consistently achieve the apprenticeship standard. Where a nominee does not immediately secure a place on the board, they will be retained on a list of prospective members for future vacancies.

A Board of 15 members:

- Represent the views of their business and industry networks
- Are subject to re-election after a period of 2 years (requiring the support of two organisations). Re-election is not automatic in order to give opportunities for other employers to be part of the board
- Work openly, challenge, innovate and drive the industry's apprenticeship commitment to quality
- Contribute their specific experience and expertise
- Actively communicate and engage other employers and partners to achieve high quality apprenticeships

The Board also includes a nominated representative from a private training provider, a college and an assessment organisation, whose membership runs for a period of one year before re-election.

In relation to quality the responsibilities of the Board include:

- A full knowledge and understanding of the:
  - content of the hospitality team member assessment plan
  - external quality assurance arrangements and methodology
  - infrastructure and processes used to manage and operate the external quality assurance
- Agreeing measures to benchmark external quality assurance results set by People 1st
- Overseeing external quality assurance results based on the provision of quarterly reports provided by People 1st and agreeing corrective action as necessary
- Working collaboratively with training providers and assessment organisations, to identify and address matters relating to the external quality assurance process and results
- Reviewing evaluation results to ensure that the hospitality team member apprenticeship remains fit for purpose and advising on matters of performance which may impact on external quality assurance
- Reviewing and addressing complaints against hospitality team member apprenticeship and external quality assurance results

## Process for initiating external quality assurance

Once an employer is confident that an apprentice has consistently reached full competence against the knowledge, skills and behaviours in the apprenticeship standard they will contact an assessment organisation to engage with an independent end assessor. In order to start the external quality assurance process, the assessment organisation will notify People 1st online at [www.people1st.co.uk](http://www.people1st.co.uk).

External quality assurance visits will be completed regularly on each assessment organisation, and may include more than one visit/activity where an assessment organisation operates in more than one region, or uses multiple assessment centres. External quality assurance will comprise a range of activities, examples of which are detailed below and will include onsite visits to assessment organisations.

## External quality assurance activities

External quality assurance will focus on four defined areas to ensure compliance, including: consistency of assessment materials, competence and performance of staff, the internal quality assurance checks and the overall planning and reporting of the apprenticeship end point assessment process.

- **Ensuring consistency of assessment tools**
  - Design of the assessment materials
  - Consistent application and internal quality assurance of assessment materials during end point assessments
- **Competence of staff – EQA activity will check**
  - Occupational competence of assessment and internal verification staff
  - That assessment and internal quality assurance staff have been trained on end point assessment for the hospitality team member standard
  - That continuous professional development of both occupational and assessment competence is occurring to the prescribed standard
- **Internal quality assurance – EQA activity will check**
  - Independent assessment organisations have implemented internal quality assurance procedures as set out in the assessment plan
- **Reporting and management of information – EQA activity will check**
  - Timely and accurate registration of the apprentice and notification of results
  - Accuracy of internal data against registrations in the People 1st system
  - Full, accurate and legible records

## Sampling size and frequency

An assessment organisation's sample size will vary due to a number of considerations. Each assessment 'centre' (i.e. if an assessment organisation provides remote centres or operates multiple teams of assessors) will be sampled regularly. The baseline sample for the first external quality assurance visit will be 10%. At the end of each EQA visit the assessment organisation's performance will be graded (e.g. excellent, adequate, poor) and future EQA activity levels will be planned accordingly. Assessment organisations receiving excellent EQA results can expect future samples to be less than 10% and assessment organisations receiving poor EQA results can expect increased frequency of activity and size of EQA sample. At each EQA visit the sample required will include:

- Apprentices who are currently in the assessment window and those who have completed their end point assessment since the previous full external quality assurance visit
- Assessment centres conducting end point assessments on multiple linked standards (i.e. hospitality team member, hospitality supervisor and hospitality manager may have external quality assurance activity combined for efficiency).

It is expected that EQA activity will typically occur every six months, but this frequency may be adjusted in accordance with the volume of apprentices completing end point assessment and the past performance of the assessment organisation.

Prior to an external quality assurance visit, assessment organisations will be contacted to provide and confirm relevant information regarding apprentices. From this information a sample will be selected and names of apprentices for whom evidence and activity are to be quality assured will be notified to the assessment organisation prior to the visit.

Typically, an external quality assurance visit will involve:

- Meetings between the external quality assurance representatives and apprentices, assessors and internal quality assurance staff.
- A desk review of assessment documentation, covering each assessment activity and usually covering the range of results from distinction, pass and fail, validating the internal quality assurance activity.
- Review of records relating to the planning of internal quality assurance and feedback from end point assessments.
- Review of records relating to the multiple choice test administration.
- Review of records relating to appeals and grievances.
- Review of competence and CPD for assessment and internal quality assurance staff.
- Review evidence of satisfaction measures for apprentices and employers.
- External quality assurance activity will normally include an opportunity to observe part of a practical assessment, professional discussion or conduct of an examination. All four forms of assessment will be observed over time during the course of external quality assurance visits.

## Reporting and recommendations

Within 15 working days after the visit a draft report will be supplied to the independent assessment organisation, including recommendations, actions and a provisional risk grading. The assessment organisation will be given a further 15 working days to provide any feedback, as necessary, after which the final edition of the report, including final grade, will be sent to them.

Subsequent external quality assurance activity will be appropriate to the findings, recommendations and actions and may include interim EQA activity prior to the next full visit.

The EQA reports will not be made publically available, but may be shared, in whole or in part, with the employers on the Hospitality Apprenticeship Board to inform evaluations and improvements. Identifying information will be removed so that board members cannot identify the assessment organisation or individual apprentice.

## 7. Grading

The apprenticeship includes Pass and Distinction grades with the final grade based on the apprentice's combined performance in each assessment activity. In order to pass the apprentice is required to pass each of the four assessments. In order to achieve a distinction the apprentice needs to gain the required number of points as set out in the table below – gaining a distinction in both activities in section A and at least one activity in section B, with a pass in the other.

### In order to pass:

In the **on demand test** the apprentice must achieve the correct percentage (e.g. 70%) of correct answers to pass the assessment activity. The on demand test will feature a sample of questions, based on a representative sample of the assessment criteria in Annex F(i). It will contain questions on both the core and the apprentice's chosen specialist function.

In the **observation** the apprentice must demonstrate competence against all of the assessment criteria in Annex F(ii), both for the core and their chosen specialist function. The apprentice will be observed in their normal working environment performing their job. Observations need to be carefully planned to ensure adequate opportunity to cover the criteria. To pass, the observation will recognise competence in achieving tasks on time and to standard.

In the **business project** the apprentice must demonstrate competence against all of the assessment criteria for a pass in Annex F(iv).

In the professional discussion the apprentice must demonstrate competence against all of the assessment criteria in Annex F(iv).

### In order to achieve a distinction:

In the **on demand test** the apprentice must achieve a higher (e.g. 85%) percentage of correct answers to gain a distinction in the assessment activity. The on demand test will feature a sample of questions, based on a representative sample of the assessment criteria in Annex F(i). It will contain questions on both the core and the apprentice's chosen specialist function.

In the **observation** the apprentice must demonstrate competence against all of the assessment criteria in Annex F(ii), both for the core and their chosen specialist function. In addition to completing tasks on time to the required standard, to obtain a distinction apprentices must demonstrate excellence in their approach, working efficiently and effectively, prioritising tasks and using appropriate communication. Tasks will be executed to an excellent standard and the apprentice will work within planned timescales to maximise productivity and produce a high quality end result. The apprentice must adhere to legal and organisational requirements throughout. Assessment organisations will design observation templates clearly distinguishing the pass and distinction requirements.

In the **business project** the apprentice must demonstrate competence against all of the assessment criteria for a pass and a distinction in Annex F(iii).

In the **professional discussion** the apprentice must demonstrate competence against all of the assessment criteria for a pass in Annex F(iv) and a distinction in Annex F(v) and will explain, and provide requested evidence to prove, how they have met the relevant assessment criteria, including effective communication, team work, self-evaluation and the detailed behavioural elements of the standard.

The independent end assessor will use the assessment tools and processes of their assessment

organisation to determine whether the pass and distinction grades have been achieved. Tools will dictate, in detail, how each grade is achieved and their use will be internally and externally quality assured to further ensure assessment of apprentices across the sector is consistent, fair and reliable. The assessment activities are not 'weighted' in percentage terms as they are all important to demonstrating the apprentice's synoptic performance; however employers have been clear that in order to achieve a distinction overall the apprentice must perform to distinction level in the practical observation and business project, covering a minimum proportion of the range detailed in Annex B, with a range of performance in the other assessment methods contributing to the overall grade. To reflect this, the scores available for the observations are higher at distinction level. In order to achieve this, a simple 'Section A / Section B' approach should be taken, set out for each standard as follows:

Section A	Grade	Score (Pass=1, Distinction=3)
Practical observation:		
Business project:		
<b>Total section A:</b>		

Section B:	Grade	Score (Pass=1, Distinction=2)
On demand test:		
Professional discussion:		
<b>Total section B:</b>		

If any assessment activity is failed it must be retaken.

Apprentices cannot achieve the apprenticeship without gaining at least a pass in every assessment method.

Once the apprentice has achieved at least a pass in each assessment activity the final grade will be calculated as follows:

Total score	Overall grade
4-8	Pass
9+	Distinction

The independent end assessor will be notified of successful completion of the on demand test (results of which will usually be computer generated and validated by the assessment organisation, or if not computer generated but paper based, must use automated marking by the assessment organisation and results notified), and then aggregate performance to determine the overall assessment outcome of refer, pass or distinction using a clearly defined, evidence-based process as prescribed by the assessment organisation.

Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready and when practicable for the business. Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a resit. When retaking an assessment activity the maximum grade that can be achieved for that activity is a pass.

## Affordability

It is anticipated that the end point assessment will cost approximately 15-25% of the total available funding for the hospitality team member standard, based on a 2015/16 cap 2 allocation.

## Annex A – Assessment method by element of the hospitality team member standard

A hospitality team member can work in a range of establishments, for example bars, restaurants, cafés, conference centres, banqueting venues, hotels or contract caterers. The role is very varied and although hospitality team members tend to specialise in an area, they have to be adaptable and ready to support team members across the business, for example during busy periods. Specialist areas in hospitality include food and beverage service, serving alcoholic beverages, barista, food preparation, housekeeping, concierge and guest services, reception, reservations and conference and banqueting. The most important part of the role is developing fantastic ‘hospitality’ skills and knowledge such as recognising customer needs, knowing how to match them to the products and services of the business and working as part of a team to ensure that every customer, whether they are eating in a restaurant, drinking cocktails in a bar, ordering room service in a hotel or attending a business conference feels welcomed and looked after.

Key to assessment method identification	
IEA	This chart provides an overview of what an apprentice can expect to be covered in each assessment method and the detailed assessment criteria that must be met can be found in Annex F
T	Assessment will be through the on-demand test
O	Assessment will be through the practical observation
BP	Assessment will be through the business project
PD	Assessment will be through the professional discussion
2 methods	Some sections of the standard are assessed by more than one method. Specific assessment criteria are set against assessment activities in Annex F

### Industry knowledge: All hospitality team members must have the following introductory knowledge

Introduction to the hospitality industry	<ul style="list-style-type: none"> <li>• Understand what hospitality means; the culture of the industry and why delivering a customer experience to meet and exceed customer’s expectations is so important to hospitality businesses.</li> <li>• Appreciate the importance of hospitality behaviours such as personal conduct, being adaptable, using initiative and communicating with a diverse range of people.</li> <li>• Know the range of businesses and establishments that make up the hospitality industry, their differences and similarities and the variety of job roles and progression opportunities that are available.</li> </ul>
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**Core hospitality: All hospitality team members must have the following core hospitality knowledge, skills and behaviours**

	Knowledge and Understanding (Know it)	EA	Skills (Show it)	IEA	Behaviours (Live it)	IEA
Customer	Recognise customer profiles in hospitality and how customers have different needs	T	Use clear and engaging communication to establish a good rapport with customers and ask relevant questions to determine their needs	O	Use own initiative and have confidence in determining customers' needs	PD
	Understand the importance of meeting, and where possible, exceeding customer expectations in line with the business / brand standards	T PD	Deliver excellent customer service in line with the business / brand standards with the aim of exceeding customer expectations	O / PD	Take an enthusiastic and positive approach to providing excellent customer service	O / PD
	Understand the importance of receiving and dealing with customer feedback to support the improvement of products and services and provide value for money	T	Check that customers are satisfied with products and services and act on feedback in line with business procedures	O PD	Take feedback from customers seriously and actively improve own customer service in line with business / brand standards	PD
Business	Know the business vision and values, its main competitors, how it fits into the wider hospitality industry and how own area of work contributes to achieving business targets	BP	Perform activities to positively promote business / brand standards and identify opportunities to increase sales and achieve customer loyalty	BP PD	Proactively support the reputation of the business and be aware of how it compares with its competitors	BP PD
	Know how own role can minimise unnecessary financial loss to the business	T	Carefully handle payments, transactions, stock and packaging to minimise unnecessary financial loss	O PD	Carry out activities with consideration of their cost and value	O
	Understand how personal discipline in approach to work, for example time-keeping, attendance, personal appearance, personal presentation and conduct can all have an impact on the business/ brand reputation	T PD	Prepare and organise own work for example promptly arriving for shifts, communicating information at team meetings / briefings, following business / brand guidelines and procedures, meeting agreed deadlines	O PD	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	O PD
	Know the products / services that are offered by the business, their prices and special offers and how to match them to customers' needs	BP PD	Clearly communicate relevant and useful information on products and services based on a clear understanding of customers' needs	O BP PD	Confidently demonstrate a belief in the products / services the business offers	BP
	Know how the business aims to increase its market share and compete against its main competitors, for example its unique selling points, promotions and marketing campaigns	BP PD	Actively promote the unique selling points of the business and special offers available and promotions to customers	O BP PD	Keep up to date with how the business positions itself within the wider hospitality industry	BP

	Understand how the use of technology can enhance customer service and productivity in hospitality businesses	T	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	O PD	Use technology responsibly and take an interest in new developments that relate to own job role	O PD BP
	Recognise and understand legislative responsibilities relating to the business and the products and / or services it offers	T	Comply with legal requirements to avoid risks minimise disruption to the business and to maintain the safety and security of people at all times	O	Work with integrity in a safe, honest and trustworthy manner putting personal safety and that of others first	O
	Know how the activities in hospitality businesses can have a negative effect on the environment	T	Work in a way that minimises negative effects on the environment for example by managing wastage in line with business procedures	O	Demonstrate personal commitment to minimising the negative affect on the environment caused by work activities	O PD
People	Understand the importance of using appropriate methods of communication that are suitable for different situations and individuals' needs in a variety of hospitality contexts	T BP	Communicate accurately and effectively with others in line with the business culture to achieve the best result according to the situation	O BP	Take a friendly and outgoing approach and enjoy talking and interacting with others, and communicating according to the business / brand standard	O BP
	Know how to support and influence the team positively, recognising how team members are dependent on each other to meet business objectives	T	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	O PD	Demonstrate pride in own role through a consistently positive and professional approach, and be aware of the impact of personal behaviour within the team	O PD
	Understand how to work with people from a wide range of backgrounds and cultures	PD	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	O PD	Operate in a fair and professional manner	O/ PD
First line supervision / Team leading	Understand how to support the supervision of team members for example new and junior employees to assist line manager	T	Contribute to meetings and planning shifts, support shift briefings and assist in the monitoring of standards to help ensure quality is maintained	O PD	Demonstrate the ability and confidence to deputise for the line manager when necessary	O PD

### Hospitality specialist: Hospitality team members must select from one of the following specialist functions

	Knowledge and Understanding (Know it)	EA	Skills (Show it)	IEA	Behaviours (Live it)	IEA
Food and beverage service	Know the range of food and beverage service styles and standards within different types of hospitality operations; the key features of menu items products and services, and basic food and beverage pairing in line with menu	T O PD BP	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. Food and beverage service must be demonstrated in at least one food service style, such as table service, counter service, room service or conference and banqueting	O PD BP		
Alcoholic beverage service  (apprentices that specialise in alcoholic beverages select one of the three options)	Know a variety of alcoholic beverages, their basic characteristics, information required for the customer, equipment required to store, prepare and serve them and storage conditions required for optimum quality <b>Plus specialist knowledge from one of wine service, beer / cask ale or cocktails / mixology below</b>	T/O PD BP	Provide accurate information on alcoholic beverages, prepare, serve and store alcoholic beverages in the correct manner and use specialist equipment for preparing and serving alcoholic beverages appropriately <b>Plus specialist skills from one of wine service, beer / cask ale, or cocktails / mixology below</b>	O PD BP	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.  Use appropriate opportunities to upsell and promote additional products and services  Actively seek opportunities to delight and 'wow' customers in line with the business / brand standard	T O PD BP
	<b>Wine service:</b> Know a variety of wine styles and popular grape varieties, their basic characteristics, basic wine and food pairing in line with the menu, information that will help inform customers, equipment required to store and serve wines and conditions required for optimum wine quality	T O PD BP	<b>Wine service:</b> Provide accurate information on the wine menu, make basic recommendations to customers based on menu, serve and store wine in the correct manner and use specialist equipment for preparing and serving wine appropriately	O PD BP		
	<b>Beer / Cask Ale:</b> Know a variety of beers, including bottled, keg and cask ales, their characteristics, basic food pairing in line with the menu, information that will help inform customers, the equipment required to store and serve them and conditions required for optimum quality and the correct cellar procedures and conditions	T O PD BP	<b>Beer / Cask Ale:</b> Provide accurate information on beers, including bottled, keg and cask ales; make recommendations to customers based on menu, serve and store beer and cask ales in the correct manner and use specialist equipment appropriately. Help ensure that the correct cellar conditions are maintained to preserve the quality of the beer / cask ale	O PD BP		
	<b>Cocktails / Mixology:</b> Know the main categories of cocktails, including common base ingredients, methods of preparing and serving them, how ingredients and equipment should be stored and information that will help inform customers	T/O PD BP	<b>Cocktails / Mixology:</b> Provide accurate information on the cocktail menus to customers, prepare cocktails using a range of ingredients and methods and adjust the cocktail to customers' taste and preference. Ensure ingredients are stored correctly and use specialist equipment appropriately	O PD BP		
Barista	Know the main categories and types of hot and cold beverages in particular coffee, and the methods of preparing and serving them. Know how different ingredients should be stored, and the origins key ingredients. Identify specialist equipment, and know how to use it correctly and keep it clean and hygienic	T/O PD BP	Provide accurate information on hot and cold beverages, demonstrate how to make a variety of products, follow customer requirements for strength and flavour, ensure ingredients are stored correctly and use specialist equipment appropriately	O PD BP		

Food production	Know how to perform basic food processing tasks such as preparation, cooking and regeneration of food in line with business / brand specifications and identify how to follow kitchen procedures to maintain food safety and quality. Know how to maintain excellent standards of hygiene and how to use equipment correctly and store food safely	T O PD BP	Perform basic cleaning, washing up, food processing, preparation, regeneration and cooking tasks following line with the kitchen procedures and maintain food safety and quality (basic food processing and preparation includes for example sandwiches, bar snacks, light bites, compiling desserts, toasted items)	O PD BP	Demonstrate high personal hygiene standards and clean workstation ethic at all times	O PD BP
Concierge and guest services	Know local and national information or where to access it and the variety of services available to customers. Know the process for procurement of additional products and services in order to meet customer needs and the business standards and procedures for room service and recognise the importance of following them.	T O PD BP	Meet and greet customers, coordinate with suppliers of guest services and other organisations and source information that support customers' experience, promote services such as valet parking and stores or transfers customers' luggage, book external / additional services and provide a link between the customer and all departments within the business	O PD BP	Take every opportunity to provide customers with all the information and services they need to get the best out of their stay, maintain discretion and customer confidentiality	O PD BP
House-keeping	Know how to clean and maintain a variety of areas and materials and understand the importance of responsibility using cleaning equipment, techniques, chemicals and agents, and ensuring that the appearance of rooms and external areas meet the business / brand standard	T O PD BP	Clean and maintain bedrooms and public areas including furniture, fixtures and fittings, soft and hard flooring; identify and report maintenance needs and check that outcomes of work meet the businesses / brand standards for presentation	O PD BP	Pay attention to detail and have high standards of cleanliness and presentation. Work in a discreet manner and maintain customer confidentiality	O PD BP
Reception	Know business procedures for delivering reception operations and understand the requirements for processing personal and sensitive data; identify internal customers and their needs and how they feed into the operation. Know the products, facilities and services of the whole business and how to communicate these to customers, staff and visitors	T O PD BP	Welcome customers and provide a broad range of relevant information relating to the business. Support an efficient check in / check out service for customers, answer enquiries and take reservations and bookings face to face, on the telephone or on-line. Be the link between visitors, staff and guests	O PD BP	Be highly organised and has the ability to multitask whilst maintaining an engaging, friendly and helpful attitude to customers	O PD BP
Reservations	Understand how to take individual and group accommodation or event reservations in line with business / brand standard. Know the pricing policy of the organisation and how this ensures effective yield management. Understand requirements for processing personal and sensitive data	T O PD BP	Take and process reservations and negotiate rates in line with own authority. Ensure reservations follow organisation's yield management policy. Support the team to plan events, show customers the facilities of the business and provide information on the typical procedure for running events	O PD BP	Anticipate customer needs and can adapt products and services to meet them  Ensure interdepartmental and external communication provides good flow of information to meet and exceed customers' expectations	BP
Conference and Events Operations	Understand how to adapt approach and communication with the customer depending on the nature of their visit and event for example the difference in approach for a wedding party or a business. Know how and where to secure resources and own authority to do so, in line with the organisations procedures.	T O PD BP	Support the delivery of a variety of events according to the business / brand standard. Co-ordinate with customers', suppliers and team members, ensuring the right resources are in place to meet the event brief.	O PD BP	Actively seek opportunities to make a great guest experience	

## Annex B: On demand test specification

Key facts:

- ✓ 90 minute on demand multiple choice test
- ✓ Scenario based questions
- ✓ Externally set and marked by an assessment organisation
- ✓ Undertaken either on the employer's premises or off site

The assessment will be an objective on demand test and will be in multiple-choice format ensuring validity and reliability and which allows for consistent, efficient and timely allocation of marks / grades. It is expected that the on demand tests will be on-screen and computer marked, with validated results notified to the independent end assessor. If on demand tests are paper based, they must be sent back to the assessment organisation for automated marking and the independent end assessor will be notified of the results. The question banks will cover the knowledge and skills identified on the standard (Annex A). 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. The questions will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. The 90 minute test will include two parts, part A on the core and part B on the relevant specialist function using the grading criteria identified in Annex F(i).

Both sections of the test must have the same number of questions and marks available and the apprentice must pass both sections to pass overall. Above a pass compensatory marks are permitted for the overall test grade. Apprentices will complete their tests on-screen unless individual assessment needs dictate a suitable alternative method, such as paper based, away from the day to day pressures of work and in a 'controlled' environment, which may be on or off the employers' premises.

The assessment organisation will identify a suitable person to invigilate the on demand test. As this test is externally set and marked it may be invigilated by the on-programme assessor, alternatively it may, but does not have to be, the assessor conducting the observation and professional discussion. Tests will be invigilated in line with the requirements set out by the assessment organisation.

Test specifications will be available from [People1st.co.uk](http://People1st.co.uk) and all assessment organisation must comply with the common approach contained therein.

Questions will be written using the language, tone and style expected for the level of standard. Apprentices taking the tests will be given a proportional sample of these questions which reflect general coverage of the standards to demonstrate competence within the given time constraints. Test specifications will include a clear rationale for pass and distinction levels.

The definition of a 'controlled environment' will be clearly defined and explained by the assessment organisations prior to scheduling the test and will include environmental requirements such as lighting, space, privacy and the requirements for an invigilator to follow a best practice process.

## Annex C: Practical observation specification

Key facts:

- ✓ 2 hour observation of the apprentice in the workplace
- ✓ May be split into two, one hour observations to cover preparation and service
- ✓ Covers core and specialist function elements of the standard
- ✓ Must maximise the apprentice's opportunity to demonstrate competence, e.g. moving to another area of the business to perform a different part of the job role

This assessment brings together all aspects of the standard, as identified in Annex A. The practical assessment is an observation of the apprentice in the hospitality environment. During the two hour observation the apprentice should have the opportunity, if required, to move from one area / function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives.

Observation requirements for each specialist function can be found with the grading criteria in Annex F(ii and iii). An apprentice must cover requirements for both the core and their relevant specialist function.

The practical observation provides the opportunity for substantial synoptic assessment against the relevant elements of the standard. The observation must be scheduled when the apprentice will be working in their normal place of work and will also:

- ✓ Be conducted at a time which reflects typical working conditions and avoids seasonal periods of low levels of trading  
typical working conditions
- ✓ Allow the apprentice to demonstrate all aspects of the standard being observed (e.g. the apprentice must interact with customers when being assessed for customer service)
- ✓ Take a synoptic approach to observing the overall competence

The apprentice and employer are required to provide a two week working schedule, including business levels, for the independent end assessor to determine when to carry out observations. The independent end assessor will plan the observation in conjunction with the apprentice and employer and use the assessment tools and procedures that are set by the assessment organisation, which will be subject to internal and external quality assurance. The observation may be split into two one hour sessions to cover preparation and service and will normally be carried out on one day, except in exceptional circumstances (such as a business operating different functions across two sites), requirements for which will form part of the assessment tools and procedures prescribed by the assessment organisation. Observations must be planned in advance to allow for quality assurance activity.

It is recognised that in two of the specialist functions (food production and housekeeping) external customer interaction may be limited in some organisations. In these cases, apprentices must demonstrate competence whilst interacting with internal customers. Simulation is not permitted.

The grading criteria for all assessment activities are contained in Annex F.

## Annex D: Business project specification

Key facts:

- ✓ 800 to 1,200 words
- ✓ Focussing on an opportunity/challenge/idea which the apprentice considers will make an improvement to the business they are working in
- ✓ Involves gathering/ reviewing information and making recommendations to management
- ✓ Included in the Professional Discussion

The project is designed to give the apprentice the opportunity to demonstrate their wider understanding of the business they are working in and in particular identify and 'think through' how an improvement could be made to the way it operates.

At the first meeting with the independent end assessor and employer the apprentice is required to take with them a written or typed proposal of 200-300 words for discussion and approval. (If for any reason the proposal is not approved at this meeting a revised proposal should be sent to the employer and independent end assessor within one week)

The project should demonstrate how the apprentice has:

- Understood the context of the business
- Maintained an up-to-date knowledge of trends and developments in the hospitality industry/sector
- Identified the need for the project e.g. related to customer feedback, cost efficiency, reputation of the business, increasing market share, increased productivity etc.
- Gathered and reviewed information
- Developed realistic business recommendations

The project should follow a basic structure (a template will be provided by the assessment organisation). The length of the project should be between 800 and 1,200 words. The apprentice should be given sufficient time to undertake the research and writing/typing of the project and allocated a quiet room with IT facilities (if required) within or away from the workplace. (It will be necessary for the apprentice to sign a statement confirming that they have been the author of the project using a standard template available at [www.people1st.co.uk](http://www.people1st.co.uk)).

This assessment feeds into the professional discussion thus the project must be submitted to the independent end assessor and employer seven days in advance of the professional discussion. This will enable the employer and end assessor to read, reflect and prepare questions. It also allows the independent end assessor to mark the project.

Within the professional discussion the apprentice will be invited to give a five minute summary of their project with a further five minutes allowed for questions and answers. They are allowed to take supplementary material into the professional discussion e.g. photos, video clips, figures, brochures to help them to communicate their research and recommendations.

Assessment criteria for the business project can be found in Annex F.

## Annex E: Professional discussion specification

Key facts:

- ✓ 40 minute discussion between the apprentice and the independent end assessor (includes 10 minutes for presentation of business project, including questions and answers)
- ✓ Employer present to support (but not lead) the apprentice and confirm information
- ✓ Will include areas of the standard not seen in the observation or business project plus key additional areas identified in Annex A
- ✓ Planned in advance to allow the apprentice to prepare fully for the discussion

The professional discussion is a structured discussion between the apprentice and their independent end assessor. The employer will be present at this discussion to provide further examples and support (but not lead) the apprentice. The employer does not score the discussion. The independent end assessor conducting the professional discussion should normally be the same person who conducted the practical observation and marked the business project. It allows the independent end assessor to ask the apprentice questions in relation to:

- ✓ The period of learning, development and continuous assessment
- ✓ Coverage of the standard
- ✓ Personal development and reflection

The apprentice will be informed of the requirements prior to the discussion at least five days in advance and may bring additional materials to assist them to demonstrate their competence. The discussion must be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.

The professional discussion will be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work. If for any reason it is not possible for all involved to meet in the same place end assessors must ensure adequate controls are in place to maintain fair and accurate assessment. The professional discussion may be conducted using technology, as long as fair assessment conditions can be maintained. Acceptable means of remote assessment include video conferencing / video calling and must include a two way visual and audio link. A standard template, provided by the assessment organisation, which can be contextualised will be used, to ensure that standards are secure but interviewers are able to focus on key areas for confirmation of performance and effective appraisal of the evidence base. This will ensure that consistent approaches are taken and that all key areas are appropriately explored. The professional discussion will be planned in advance to allow for quality assurance activity in line with sampling requirements and will cover the key elements of the standard identified in Annex A.

The professional discussion will recognise areas which have already been covered in the observation and business project so as not to re-assess an area in which the apprentice has already demonstrated competence. The professional discussion will typically last 30 minutes (plus 10 minutes for completing the business project Q&A) and will be marked by the independent assessor using the standard template. The template will record full details of all marks applied (and evidence referenced) by the assessor.

Assessment criteria for the professional discussion can be found in Annex F



## Annex F: Grading criteria

N.N.B. Assessment organisations will clearly identify performance requirements above a pass for apprentices to achieve the distinction grade in each assessment activity. These criteria will be appropriate to the assessment method. For example:

- On-demand test will have grade boundaries (e.g. 0-69 fail, 70-84 pass, 85-100 distinction)
- Observation will recognise competence in achieving tasks on time and to standard (pass) but will recognise efficient, coordinated working to exceed timescales, standards or ways of working (distinction)
- Professional discussion and business project will have descriptors for performance, such as describe, explain (pass) and evaluate, review, recommend (distinction)

Each apprentice must complete the assessment activities and cover the assessment criteria below for both the core and their relevant specialist function. The criteria should be read in conjunction with the employer occupational brief to give further detail of required coverage.

Annex F (i)	In order to pass all apprentices will demonstrate knowledge and understanding of a representative proportion of the core and relevant specialist function criteria following in the on demand test:
Core	<ul style="list-style-type: none"> <li>• The principles of hospitality</li> <li>• The principles of customer service</li> <li>• Customer types, needs and expectations and their impact upon hospitality products and services</li> <li>• The principles and importance of personal conduct, behaviours and personal performance</li> <li>• The principles of diversity in hospitality</li> <li>• The range of businesses and establishments that make up the hospitality industry, their differences and similarities and the variety of job roles and progression opportunities that are available.</li> <li>• Types of customer and their needs in different hospitality situations</li> <li>• Principles of business / brand standards, why they are implemented and why consistency and compliance is important</li> <li>• Principles of meeting and exceeding customer needs and resultant impact on self and organisation</li> <li>• Principles of dealing with customer incidents, issues and complaints</li> <li>• Principles of upselling</li> <li>• The importance of reputation and impact on the business</li> <li>• Principles of effective resource use, waste reduction and cost saving measures</li> <li>• Health, safety and security</li> <li>• Current legislative requirements and responsibilities that relate to the products and services of the business</li> <li>• Current environmental issues within hospitality</li> <li>• Principles of communication with customers and team members</li> <li>• Team dynamics and roles within a team</li> </ul>

	<ul style="list-style-type: none"> <li>• How to contribute to the objectives of a team</li> <li>• Principles of first line supervision</li> </ul>
Food and beverage service	<p>All apprentices selecting the food and beverage service specialist function must have the knowledge and understanding of all four service methods:</p> <ul style="list-style-type: none"> <li>- Formal dining</li> <li>- Casual dining</li> <li>- Quick service dining</li> <li>- Carvery / buffet dining</li> </ul> <ul style="list-style-type: none"> <li>• Principles of preparation of service areas and equipment for food and beverage service</li> <li>• Principles of preparing customer and dining areas for food and beverage service</li> <li>• Principles of clearing customer, dining and service areas after food and beverage service</li> <li>• Principles of greeting customers and taking orders</li> <li>• Principles of serving food and beverages to customers</li> <li>• Principles of maintaining the dining area</li> <li>• The current legislation regarding weights and measures, trades description and sale of goods</li> <li>• Legislation relating to the service of food and beverages</li> <li>• The correct method of service for each service style listed above</li> <li>• Why it is important to give customers accurate information about special offers, promotions, the ingredients, basic characteristics, cooking and service methods of food and beverages</li> </ul>
Alcoholic beverage service – wine	<ul style="list-style-type: none"> <li>• The different alcoholic beverages available, their ingredients and characteristics</li> <li>• The optimum storage conditions for alcoholic beverages, including temperatures for different types of wine</li> <li>• The legal requirements regarding licensing, the sale of alcohol and information that must be given to customers regarding alcohol</li> <li>• The current legislation regarding weights and measures, trades description and sale of goods</li> <li>• The service standards for alcoholic beverages including equipment, measures, glasses, temperatures, accompaniments</li> <li>• The 3 types of wine (Still, Sparkling, Fortified)</li> <li>• The common red and white grape varieties and which are used to make popular wines</li> <li>• The specialist equipment and glassware necessary for the service of each type of wine i.e. carafes, ice buckets, openers</li> <li>• Safe and hygienic working practices when preparing service areas, equipment and stock and when serving wine</li> <li>• What factors to consider when providing advice to customers on choice of wine; food matching, meeting the customers' expressed requirements, maximising sales for your workplace</li> <li>• The correct method of service for different types of wines</li> <li>• Why it is important to give customers accurate information about special offers, promotions, the ingredients, basic characteristics and strength of their drink</li> <li>• What the indicators are in wine which is unsuitable for drinking</li> </ul>

	<ul style="list-style-type: none"> <li>• What symptoms indicate that a customer has drunk excessive amounts or is under the influence of drugs and what your legal responsibilities are in relation to this</li> <li>• How to deal with violent or disorderly customers</li> <li>• The types of unexpected situations that may occur when serving wine and how to deal with these</li> </ul>
Alcoholic beverage service – beer / cask ale	<ul style="list-style-type: none"> <li>• The different alcoholic beverages available, their ingredients and characteristics</li> <li>• The optimum storage conditions for alcoholic beverages, including time, preparation and temperatures required for cask and keg beer</li> <li>• The legal requirements regarding licensing, the sale of alcohol and information that must be given to customers regarding alcohol</li> <li>• The current legislation regarding weights and measures, trades description and sale of goods</li> <li>• The service standards for alcoholic beverages including equipment, measures, glasses, temperatures, accompaniments</li> <li>• Safe and hygienic working practices when preparing areas, equipment and stock and when serving beer</li> <li>• Why it is important to follow food safety requirements when preparing beer</li> <li>• Why it is important to prepare beer casks/kegs in advance</li> <li>• The types of unexpected situations that may occur when preparing the area and equipment for serving beer</li> <li>• Why it is important to give customers accurate information about special offers, promotions, the ingredients, basic characteristics and strength of their drink</li> <li>• What the techniques for pouring and serving a range of beer products are</li> <li>• What symptoms indicate that a customer has drunk excessive amounts or is under the influence of drugs and what your legal responsibilities are in relation to this</li> <li>• How to deal with violent or disorderly customers</li> <li>• The types of unexpected situations that may occur when pouring and serving beer and how to deal with these</li> </ul>

Alcoholic beverage service – cocktails / mixology	<ul style="list-style-type: none"> <li>• The different alcoholic beverages available, their ingredients and characteristics</li> <li>• The optimum storage conditions for alcoholic beverages</li> <li>• The legal requirements regarding licensing, the sale of alcohol and information that must be given to customers regarding alcohol</li> <li>• The current legislation regarding weights and measures, trades description and sale of goods</li> <li>• The service standards for alcoholic beverages including equipment, measures, glasses, temperatures, accompaniments</li> <li>• Safe and hygienic working practices when preparing areas, equipment and stock and when serving cocktails</li> <li>• Why it is important to follow food safety requirements when preparing cocktails</li> <li>• Why it is important to prepare cocktail ingredients, equipment and garnish prior to service</li> <li>• The types of unexpected situations that may occur when preparing the area and equipment for serving cocktails</li> <li>• What the techniques for making a range of alcoholic and non-alcoholic cocktails are</li> <li>• Why it is important to give customers accurate information about special offers, promotions, the ingredients, basic characteristics and strength of their drink</li> <li>• What symptoms indicate that a customer has drunk excessive amounts or is under the influence of drugs and what your legal responsibilities are in relation to this</li> <li>• How to deal with violent or disorderly customers</li> <li>• The types of unexpected situations that may occur when mixing and serving cocktails and how to deal with these</li> </ul>
Barista	<ul style="list-style-type: none"> <li>• The different specialist coffee beverages available, their ingredients and characteristics</li> <li>• The optimum storage conditions for coffee beans, ground coffee and other beverage ingredients, including time, preparation and temperatures</li> <li>• The current legislation regarding weights and measures, trades description and sale of goods</li> <li>• The service standards for specialist hot beverages including equipment, measures, crockery/glassware, temperatures, accompaniments</li> <li>• The different specialist coffee beverages available, their ingredients and characteristics</li> <li>• The optimum storage conditions for coffee beans, ground coffee and other beverage ingredients, including time, preparation and temperatures</li> <li>• The current legislation regarding weights and measures, trades description and sale of goods</li> <li>• The service standards for specialist hot beverages including equipment, measures, crockery/glassware, temperatures, accompaniments</li> <li>• Why it is important to give customers accurate information about special offers, promotions, the ingredients, basic characteristics and strength of their drink</li> <li>• The characteristics of foamed milk and how foamed milk relates to each hot drink</li> <li>• What the techniques for pouring and serving a range of hot drink products are</li> <li>• The types of unexpected situations that may occur when pouring and serving hot drinks and how to deal with these</li> </ul>

Food production	<ul style="list-style-type: none"> <li>• The different food groups commonly used in food production</li> <li>• Allergens and dietary requirements</li> <li>• The optimum storage conditions for different food commodities, including time, preparation and temperatures</li> <li>• The current legislation regarding weights and measures, trades description and sale of goods</li> <li>• Safe and hygienic working practices when preparing areas, equipment and stock and when producing food</li> <li>• Why it is important to follow food safety requirements when producing food</li> <li>• Why it is important to ensure the correct quality and quantity of ingredients prior to producing food</li> <li>• The types of unexpected situations that may occur when preparing the area and equipment for serving food production</li> <li>• Why it is important to give customers (directly or through team members) accurate information about special offers, promotions, the ingredients, basic characteristics and allergens in food</li> <li>• Common preparation, processing and cooking techniques and methods in food production</li> <li>• The types of unexpected situations that may occur when producing food and how to deal with these</li> </ul>
Concierge and guest services	<ul style="list-style-type: none"> <li>• Requirements for local and national information or where to access it</li> <li>• The procedures for procurement of additional products and services to meet customer and workplace requirements</li> <li>• The procedures for storing customer property and the importance of following them</li> <li>• The procedures for room service to meet customer and workplace requirements</li> <li>• The current legislation regarding data protection, disability discrimination and sale of goods</li> <li>• The types of services you may be asked to book and the procedures you should follow</li> <li>• Why it is important to give accurate verbal and written information to customers</li> <li>• Why confirmation and deposits are required from customers</li> <li>• The right way to take property from the customer, requirements for safe storage and theft prevention and why it might be important to give the customer a proper receipt for their property</li> <li>• How to recognise a suspicious item of property and how this should be dealt with</li> <li>• Lifting and handling techniques you should use to stop you injuring yourself and others and damaging property</li> <li>• Why it might be important to keep storage records and how to fill these in why you should keep storage areas secure, clean, tidy and hygienic and how you should do this</li> <li>• The types of unexpected situations and problems that may occur and how to deal with these</li> </ul>
Housekeeping	<ul style="list-style-type: none"> <li>• The current legislation regarding the use of chemicals (COSHH)</li> <li>• The organisation's standards for linen and bed coverings, making and re-sheeting beds</li> <li>• The importance of maintaining clean, ample supplies, sorting linen and the correct way to deal with soiled linen</li> <li>• Why it is important to use the correct type of bed, pillow or bed linen for individual customers or guests</li> <li>• How to spot and what procedures to use, if encountering bedbugs or other infestations</li> </ul>

	<ul style="list-style-type: none"> <li>• The environmental implications connected to the use of bed and bathroom linen</li> <li>• Safe working practices when working alone</li> <li>• The importance of communicating the status of rooms to other departments, e.g. reception</li> <li>• How to recognise a suspicious item of property and how this should be dealt with</li> <li>• Lifting and handling techniques you should use to stop you injuring yourself and others and damaging property</li> <li>• Why it might be important to keep storage records and how to fill these in why you should keep storage areas secure, clean, tidy and hygienic and how you should do this</li> <li>• The types of unexpected situations and problems that may occur and how to deal with these</li> </ul>
Reception	<ul style="list-style-type: none"> <li>• The products, facilities and services common to the hospitality industry and common ways to source the information required and how to communicate this to customers, staff and visitors</li> <li>• The importance and purpose of the receptionist function as first point of contact between the organisation and customer</li> <li>• The current legislation regarding all reception functions</li> <li>• How to identify internal customers and their needs and understand the importance of their role within the organisation</li> <li>• The purpose and value of the receptionist function as the first point of contact between the public/client and the organisation</li> <li>• How to present a positive image of self and the organisation the organisation's structure and lines of communication and to refer to them if necessary</li> <li>• The purpose of confidentiality guidelines and how to implement them</li> <li>• The purpose of entry and security procedures and how to implement them</li> <li>• The organisational emergency procedures and your role within them</li> <li>• Why additional duties are carried out during quiet periods, if they arise</li> </ul>
Reservations	<ul style="list-style-type: none"> <li>• Principles of taking individual and group reservations</li> <li>• The principles of accommodation pricing and effective yield management</li> <li>• The products, facilities and services common to the hospitality industry and common ways to source the information required and how to communicate this to customers, staff and visitors</li> <li>• The current legislation regarding all reservation functions</li> <li>• The importance of providing accurate information to customers</li> <li>• The types of unexpected situations and problems that may occur with bookings, and how to deal with these correctly</li> <li>• The importance of intelligent and appropriate up-selling, room/product rates, added value, rate negotiation limits and yield management and how these apply to your work role</li> <li>• What over booking is, how to deal with this and why it happens</li> <li>• Why it is important to get and record booking details accurately</li> <li>• Why it is important to take the opportunity to sell products and services</li> <li>• Why confirmations and deposits may be required from customers</li> <li>• Why it is essential to follow up unconfirmed bookings</li> </ul>

Conference and events operations	<ul style="list-style-type: none"> <li>• How to source, check and arrange resources according to customer and organisation requirements and the dismantling and storage items after use</li> <li>• The current legislation regarding safe lifting and handling, health and safety and data protection and security</li> <li>• Common room layouts for conferences and events</li> <li>• Principles of preparation and servicing of meeting and conference rooms</li> <li>• How to clear meeting and conference rooms</li> <li>• Common set up requirements and lay outs for events</li> <li>• Commonly used audio visual and other equipment used for conference and events</li> <li>• Why rooms and equipment should be set up in advance of customers' arrival</li> <li>• Why having a key contact on the day of a conference / event is important</li> <li>• Extra services conference guests may require</li> <li>• Why having a timed plan for the conference and event is import and what to do if this needs to change</li> <li>• Common timings for conferences, events and weddings</li> </ul>
Annex F (ii)	<p>In order to pass the observation apprentices will demonstrate ALL of the core and relevant specialist function criteria following during the practical observation, assessment organisations will design observation templates distinguishing between performing at pass level (competence in achieving tasks on time and to standard) and distinction (efficient, coordinated working to exceed timescales, standards or ways of working):</p>
Core	<ul style="list-style-type: none"> <li>• Demonstrate effective, two-way communication</li> <li>• Establish needs through questioning, confirm understanding of needs</li> <li>• Act on information</li> <li>• Deliver excellent service to the customer, meeting their needs or explaining why their needs cannot be met</li> <li>• Actively deliver according to the business / brand standards</li> <li>• Demonstrate ability to take responsibility for self and work requirements</li> <li>• Work within required standards and procedures</li> <li>• Maintain organisational standards</li> <li>• Demonstrate the ability to meet deadlines</li> <li>• Work within legislative guidelines</li> <li>• Demonstrate the ability to maintain personal and other team members' safety</li> <li>• Welcome and support colleagues and customers to ensure required information, goods and services are given</li> <li>• Demonstrate positive and encouraging behaviours to maintain professionalism</li> </ul>

Food and beverage service	<ul style="list-style-type: none"> <li>• Prepare service areas and equipment for food and beverage service</li> <li>• Prepare customer and dining areas for food and beverage service</li> <li>• Greet customers and take orders</li> <li>• Serve food and beverages</li> <li>• Maintain the dining area during service</li> </ul>
Alcoholic beverage service – wine	<ul style="list-style-type: none"> <li>• Prepare service areas, equipment and stock for wine service</li> <li>• Greet customers, provide accurate information to determine customer requirements for wine and take orders</li> <li>• Present and serve wine</li> <li>• Maintain the service area and stock during service</li> </ul>
Alcoholic beverage service – beer / cask ale	<ul style="list-style-type: none"> <li>• Prepare service areas, equipment and stock for service</li> <li>• Greet customers, provide accurate information to determine customer requirements for drinks and take orders</li> <li>• Prepare and serve a range of alcoholic and soft drinks, including keg / cask beer</li> <li>• Maintain the service area and stock during service</li> </ul>
Alcoholic beverage service – cocktails / mixology	<ul style="list-style-type: none"> <li>• Prepare service areas, equipment and stock for service</li> <li>• Greet customers, provide accurate information to determine customer requirements for drinks and take orders</li> <li>• Prepare and serve a range of alcoholic and soft drinks, including cocktails</li> <li>• Maintain the service area and stock during service</li> </ul>
Barista	<ul style="list-style-type: none"> <li>• Prepare service areas, equipment and stock for service</li> <li>• Greet customers, provide accurate information to determine customer requirements for hot drinks and take orders</li> <li>• Prepare and serve a range of hot and cold specialist drinks</li> <li>• Maintain the service area and stock during service</li> </ul>
Food production	<ul style="list-style-type: none"> <li>• Prepare ingredients, service areas, equipment for service</li> <li>• Provide accurate information to team members / customers and effectively communicate about orders / customer requirements</li> <li>• Prepare and present a range of food items for service</li> <li>• Maintain the service area and stock during service</li> </ul>
Concierge and guest services	<ul style="list-style-type: none"> <li>• Provide accurate information to customers and effectively communicate information about services / bookings / customer requirements</li> <li>• Receive and store / move customer / organisational property</li> <li>• Book additional services for customers (e.g. theatre tickets / taxi)</li> <li>• Provide confirmation to the customer and update necessary records</li> </ul>



Housekeeping	<ul style="list-style-type: none"> <li>• Prepare for housekeeping duties, including preparation of equipment, linen and other items</li> <li>• Communicate with team leader to accurately establish work to be done</li> <li>• Clean and service a range of areas including: <ul style="list-style-type: none"> <li>• beds</li> <li>• bath rooms / wash rooms / toilets</li> <li>• bedrooms</li> <li>• public areas</li> </ul> </li> <li>• Accurately complete records and communicate successful completion of tasks to relevant people</li> </ul>
Reception	<ul style="list-style-type: none"> <li>• Provide accurate information to customers and effectively communicate information about services / bookings / customer requirements</li> <li>• Ensure a smooth check in for the customer, including retrieval of customer booking details, offer alternatives for any services that are not available as requested, complete registration process correctly – this can be through direct check in or through assisting with automated check in</li> <li>• Ensure that the customer is happy with the service provided and politely conclude the customer visit</li> <li>• Promote and coordinate products and services within the business – e.g. room service, restaurant opening times, spa facilities etc.</li> </ul>
Reservations	<ul style="list-style-type: none"> <li>• Provide accurate information to customers and effectively communicate information about services / bookings / customer requirements</li> <li>• Take a selection of reservations, checking details and ensuring confirmation is taken according to organisational requirements</li> <li>• Book additional services for customers (e.g. theatre tickets / taxi)</li> <li>• Provide confirmation to the customer and update necessary records</li> </ul>
Conference and events operations	<ul style="list-style-type: none"> <li>• Follow instructions for arranging furniture and equipment prior to the conference / event</li> <li>• Ensure that equipment is ready for the customer to use</li> <li>• Check that environmental systems are working, that the room is clean, tidy and well stocked</li> <li>• Ensure that all agreed products, service and refreshments are delivered on time to the agreed standard</li> <li>• Ensure all charges are accurately recorded and passed to the appropriate person</li> </ul>

Annex F (iii)	The following competencies must form the basis for the business project:
In order to pass an apprentice will:	<ul style="list-style-type: none"> <li>• Give a general introduction and background to department, team or area of work, including how this relates to the rest of the business unit (if applicable)</li> <li>• Explain how the business fits into the hospitality industry (links to briefing paper given in planning meeting)</li> <li>• Demonstrate an awareness of and understanding for the need for deadlines</li> <li>• How the apprentice keeps up to date with trends and the changing industry</li> <li>• Outline the problem, challenge or opportunity identified</li> <li>• State the aims and objectives of the project</li> <li>• Provide an indication of costs associated with the proposed recommendations</li> <li>• Explain how the research was undertaken</li> <li>• Explain how suggested improvements will impact on customers and their experience, or improve business performance</li> <li>• Explain how the idea could be implemented</li> </ul>
In order to achieve a distinction apprentices must, in addition to achieving all pass criteria:	<ul style="list-style-type: none"> <li>• Give a detailed introduction and background of the department, team or working area wider business unit (e.g. other departments, head office, local community / customer profile)</li> <li>• Outline the current situation which has led to the identification of a challenge or opportunity</li> <li>• Provide detailed aims and objectives for the project, linking to the current situation</li> <li>• Identification of measurable improvements and benefits to the organisation</li> <li>• Review the project to ensure it meets organisational and legal requirements</li> <li>• Show a range of research has been used effectively, including obtaining information from stakeholders, such as team members, management, suppliers or customers</li> <li>• Make detailed recommendations for implementation, including timings and potential costs</li> <li>• Detailed validation and justification of recommendations</li> <li>• Proposed timeframes for implementation</li> </ul>

Annex F (iv)	In order to pass the professional discussion apprentices will demonstrate ALL of the following during the professional discussion, unless naturally occurring evidence in the observation or business project has already demonstrated competence in which case it should not be reassessed.
The hospitality industry	<ul style="list-style-type: none"> <li>• The brief presented at the planning meeting and subsequent discussion will show a clear understanding of the organisation's place in the wider hospitality industry, along with a clear understanding of the apprentice's potential career pathway</li> </ul>
Core	<p>The apprentice will explain how they meet the required standards knowledge, skills and behaviours set out in the hospitality team member standard for the four key sections of the core as identified in Annex A:</p> <ul style="list-style-type: none"> <li>• Customer</li> <li>• Business</li> <li>• People</li> <li>• First line supervision / team leading</li> </ul> <p>Apprentices will explain how they meet this standard in their role within their organisation, citing examples, with supporting evidence where appropriate, to demonstrate this</p>
Specialist function	The apprentice's professional discussion should focus on the elements of the standard identified in Annex A and reference the detail contained within the employer occupational brief for the hospitality team member. In order to pass the apprentice will explain, using examples, how they perform to the standards required. This may incorporate the use of additional documentation / working examples.

Annex F (v)	In order to obtain distinction in the professional discussion apprentices will, in addition to achieving all pass criteria, demonstrate ALL of the following during the professional discussion
Across the standard – both core and specialist function	<ul style="list-style-type: none"> <li>• Proactively keeps up to date with industry developments, trends and business objectives</li> <li>• Looks for opportunities to influence improvements in departmental performance in line with new trends and developments</li> <li>• Evaluates own performance and takes development opportunities to improve in own job role</li> <li>• Takes appropriate opportunities to recommend new techniques / procedures / products / services</li> <li>• Evaluates procedures to seek improvement / modernisation</li> <li>• Demonstrates a passion for cooking by preparing, cooking and serving creative, technically sound dishes</li> <li>• Acts as a role model to other team members, providing support and guidance when required</li> <li>• Encourages and facilitates good team and working relationships</li> <li>• Demonstrates a high level of consideration for people's opinions</li> <li>• Takes responsibility for identifying possible development opportunities for self and team members</li> <li>• Evaluates own skills and performance, seeks feedback from others and proactively engages with performance reviews and development planning</li> <li>• Approaches tasks / solves problems with a methodical, considered approach taking into account potential consequences of own actions</li> <li>• Sets an example to team members on efficient ways of working to organisational standards</li> <li>• Considers factors that may affect performance and responds effectively in line with the job role</li> <li>• Has a working knowledge of costs in the department and why their control is important to meet team and organisational needs</li> </ul>



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