







HOSPITALITY EXPERT



ASSESSMENT PACKAGE

National Vocational Certificate Level 2

Version 1 - November, 2019





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HOSPITALITY EXPERT



ASSESSMENT PACKAGE National Vocational Certificate Level 2

Version 1 - November, 2019

Title of Qualification:	CS Code:	Level:	Version:		
Hospitality Expert		2	1		
Competency Standard Title:	Assessment Date (DD/MM/YY):				
Maintain professional standards and environment throughout shift	Time Duration	: 3:30 hours			

Candidate Details	Name:								
	To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment):								
1. Assessment Task 1: Demonstrate personal Hygiene key points, PPE uniform throughout the shift 2. Assessment Task 2: Maintain the health, safety and security of the work environment 3. Assessment Task 3: Communicate and work with associates and team efficiently and effectively throughout the shift 4. Assessment Task 4: Check that all products and equipment are in goo order 5. Assessment Task 5: Waste disposal 6. Assessment Task 6: Maintain tools and equipment And complete: 7. Knowledge assessment test (Written or Oral) 8. Portfolios at the time of assessment (if any)									
	During a practical assessment, under observation by an assessor, you will								
	complete:								
	Assessment Task 1								
	Performance criteria 1:	Identify recommended procedures for washing hands							
	Performance criteria 2:	List unsafe behavior at workplace minimum 5							
	Performance criteria 3: to the appropriate pe	Method to report on job accidents/emergencies promptly erson							
	Performance criteria 4: of being clean, odorlo	Evaluate if the uniform is fit for use or not. Possible signs ess and appropriate size							
	Assessment Task 2								
	Performance criteria 1:	Identify any hazards or potential hazards in the work area							
	Performance criteria 2:	Implement correct procedure for handling hazard							
Minimum Evidence	Performance criteria 3: accurately to the appropri	Report any accidents or near accidents quickly and iate person							
Required	Performance criteria 4: the work environment	Follow the organization's health and safety procedures in							
	Performance criteria 5:	Practice emergency procedures correctly							
	Performance criteria 6:	Follow the organization's security procedures							
	Assessment Task 3								
	Performance criteria 1: organization	Effective communication within team and within							
	Assessment Task 4								
	Performance criteria 1:	Operate equipment properly							
	Performance criteria 2:	Clean and store the equipment							
	Performance criteria 3:	Identify fault in the equipment							
	Performance criteria 4:	Report the fault in equipment to respective personnel							

Assessment Task 5 Performance criteria 1: Wear appropriate attire Performance criteria 2: Prepare waste for disposal as per standard defined by the organization Sanitize the waste containers following your workplace Performance criteria 3: procedures **Assessment Task 6** Performance criteria 1: Inspect equipment and tools for any obvious fault or cleanliness Performance criteria 2: Report in case of any repair or replacement required to the concern department Performance criteria 3: Organize and store equipment as per organizational standard Portfolios required at the time of assessment (if any) for Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio

Continued on following page

Candid Details	ate	Name:								
		COMPETENT					NOT '	YET CO	OMPETEN	г□
Assess Outcom		Name of the As Signature of the Assessor:)							
		Assessm	ent Su	mma	rv (to be	filled b	ov the a	assess	or)	
	Activ				Method					sult
Nature	of Activity		Written	Oral	Observation	Portfolio	Role Play	Competent Not Yet Competent		
Practica	al Skill Den	nonstration			√	_	_			
Knowle	dge Asses	sment	✓	✓						
Other F	Requiremer	nt								
Each A	ssessment	Task (with perfo	rmance	e crite	eria)					
Demon		k 1 sonal Hygiene ke ughout the shift	y point	s,	Descrip Follow to organiz	he pers	sonal h	ygiene :	task 1 and ppe by	following
During followin		al assessment, c	andida	te der	monstrate	ed the	Yes	No	Remarks	
1	Performan for washin	ce criteria 1: Identi g hands	fy recon	nmend	ded proce	dures				
2	Performance criteria 2: List unsafe behavior at workplace minimum 5									
3	Performance criteria 3: Method to report of accidents/emergencies promptly to the appearson					iate				
Performance criteria 4: Evaluate if the uniform is for use or not. Possible signs of being clean, odorless and appropriate size				s fit						
Compe	tent 🗆				Not Yet	Compe	tent 🗖			

Assessment Task 2 Description of assessment task 2 Maintain the health, safety and security of the Implement health and safety procedures within the working environment secured working environment During the practical assessment, candidate demonstrated the Yes No Remarks followina: Performance criteria 1: Identify any hazards or 1 potential hazards in the work area Performance criteria 2: Implement correct procedure 2 for handling hazard Performance criteria 3: Report any accidents or near 3 accidents quickly and accurately to the appropriate person Performance criteria 4: Follow the organization's 4 health and safety procedures in the work environment Performance criteria 5: Practice emergency 5 procedures correctly Performance criteria 6: Follow the organization's 6 security procedures Competent Not Yet Competent □ **Assessment Task 3** Description of assessment task 3 Communicate and work with associates and Communicate properly and work as a team efficiently team efficiently and effectively throughout the throughout the shift During the practical assessment, candidate demonstrated the Yes No Remarks following: Performance criteria 1: Effective communication 1 within team and within organization 2 Performance criteria 2: 3 Performance criteria 3: 4 Competent □ Not Yet Competent □ **Assessment Task 4** Description of assessment task 4 Check that all products and equipment are in Operate equipment, identify the condition and report good order fault in case there is During the practical assessment, candidate demonstrated the Yes No Remarks following: Performance criteria 1: Operate equipment properly Performance criteria 2: Clean and store the 2 equipment 3 Performance criteria 3: Identify fault in the equipment Performance criteria 4: Report the fault in equipment

Not Yet Competent □

4

Competent

to respective personnel

		T					
	sment Task 5	Description of assessment task 5					
Waste	disposal	sanitization	Identify waste and adopt correct procedure for sanitization				
During followir	the practical assessment, candidate de	monstrated the	Yes	No	Remarks		
1	Performance criteria 1: Wear appropria	ate attire					
2	Performance criteria 2: Prepare waste per standard defined by the organizati						
3	Performance criteria 3: Sanitize the waste containers following your workplace procedures						
4	Performance criteria 4						
Compe	etent	Not Yet Compe	ompetent □				
Asses	sment Task 6	Description of	Description of assessment task 6				
Mainta	in tools and equipment	Collect all tools any fault to rep			nt to observe and identify ked		
During the practical assessment, candidate demonstrated the following:			Yes	No	Remarks		
1	Performance criteria 1: Inspect equipment and tools for any obvious fault or cleanliness						
2	Performance criteria 2: Report in case of any repair or replacement required to the concern department						
3	Performance criteria 3: Organize and sequipment as per organizational stand						

Competent \square

Performance criteria 4

Portfolio (if any)			Description of portfolio			
Current ☐ Sufficient ☐ Authentic			Valid			Reliable
Portfolio meet the following performance standard				Yes	No	Remarks
1	Performance criteria 1					
2	Performance criteria 2					
3 Performance criteria 3						
4						
Compe	Not Yet	Compe	etent \Box]		

Not Yet Competent \square

Title of Qualification: Hospitality Expert	CS Code:	Level: 2	Version: 1
Competency Standard Title: Develop communication and social skills for hospitality	Assessment D	eate (DD/MM/YY):

Candidate Details	Name:							
	Registration/Roll Number:							
Guidance for Candidate	10. Assessment Task 2: Develop and use social skills to handle guest							
	During a practical assessme complete:	ent, under observation by an assessor, you will						
	Assessment Task 1							
	Performance criteria 1: a hospitality setting	Understand the expectations of guests and associates in						
	Performance criteria 2:	Develop technical and social communication skills						
-	Performance criteria 3:	Apply communication skills in a hospitality setting						
	Assessment Task 2							
	Performance criteria 1: Understand the principles of developing and main good relationships with guest and associates							
	Performance criteria 2:	Develop social skills						
	Performance criteria 3:	Apply social skills in a hospitality setting						
mum	Performance criteria 4:	Solve problems for guests						
Evidence	Performance criteria 5:	Handle complaints and complements within own role						
Required	Performance criteria 6: procedures	Record information according to organizational						
	Portfolios required at the time	ne of assessment (if any) for						
	Performance criteria 1	for the evaluation of portfolio						
	Performance criteria 2	? for the evaluation of portfolio						
	Performance criteria 3	for the evaluation of portfolio						
	1							

Candid Details	ate	Name:									
Assess Outcom		COMPETENT NOT YET COMPETENT Name of the Assessor: Assessor's code: Signature of the Assessor:									
		Assassm	-n4 Cu		/40 h	- filled	by the	222000	~~/	1	
<u> </u>	Activ	Assessme	ent Sui	Miliai	y (to b Metho		by trie d	355 6 55		sult	
	7011	nty .				,u 					
Nature	of Activity		Written	Oral	Observation	Portfolio	Role Play		Competent Not Yet Competent		
Practica	al Skill Den	nonstration			√		✓				
Knowle	dge Asses	sment	✓	✓							
Other F	Requiremer	nt				✓					
Each A	ssessment	t Task (with perfo	rmance	e crite	ria)	1					
Assess	sment Tas	 k 1			Descr	iption o	f asses	sment	task 1		
	p and use o	communication s	kills in a	a	Adopt	•	nication	skills t	o understar	nd the	
During following	uring the practical assessment, candidate demonstrated the llowing:					ted the	Yes	No	Remarks		
1	Performance criteria 1: Understand the expectati of guests and associates in a hospitality setting										
Performance criteria 2: Develop technical and communication skills				social							
Performance criteria 3: Apply commun a hospitality setting				nmuni	cation	skills in					
4											
Compe	tent Π		•		Not Ye	t Compe	tent [.1		

				$\overline{}$	
Develo	ssment Task 2 op and use social skills to handle guest laints and complements in a hospitality	Description of Develop good of complaints and	guest re	elations	t task 2 ship to handle guest
During followi	g the practical assessment, candidate der ing:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Understand the developing and maintaining good relatinguest and associates				
2	Performance criteria 2: Develop social	skills			1
3	Performance criteria 3: Apply social sk hospitality setting	tills in a			1
4	Performance criteria 4: Solve problems	s for guests			1
5	Performance criteria 5: Handle complaints complements within own role	and			
6	Performance criteria 6: Record information organizational procedures	according to			
Comp	petent \square	Not Yet Compe	tent 🗆	<u>-</u>	
Asses	ssment Task 3	Description of a	assessi	ment ta	isk 3
During followi	g the practical assessment, candidate der ing:	monstrated the	Yes	No	Remarks
1	Performance criteria 1:				
2	Performance criteria 2:				1
3	Performance criteria 3:				1
4					
Comp	petent	Not Yet Compe	tent 🗆	ı	
Asses	ssment Task 4	Description of a	assessi	ment ta	ısk 4
During followi	g the practical assessment, candidate der ing:	monstrated the	Yes	No	Remarks
1	Performance criteria 1:				
2	Performance criteria 2:		_		1
3	Performance criteria 3:				1
4					
Comp	Competent ☐ Not Yet Co			i	

Portfolio (if any)			Descrip	tion of	portfolio)		
Curren	t 🗆	Sufficient	Authenti		Valid			Reliable
Portfolio meet the following performance standards:						Yes	No	Remarks
1	Performance criteria 1							
2	Performance criteria 2							
3 Performance criteria 3								
4								
Competent □			Not Yet	Compe	etent \square			

Title of Qualification:	CS Code:	Level:	Version:	
Hospitality Expert		2	1	
Competency Standard Title:	Assessment Date (DD/MM/YY):			
Deliver effective guest service				
	Time Duration: 1:00 hours			

Candidate Details	Name:						
	Registration/Roll Number:						
	Competency Standard A To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Deliver effective guest service						
Guidance for Candidate	 13. Assessment Task 1: Deliver effective and efficient service for guests 14. Assessment Task 2: Meet and exceed guest expectations 15. Assessment Task 3: Handle telephone calls 16 						
	And complete:						
	17. Knowledge assessment test (Written or Oral) 18. Portfolios at the time of assessment (if any)						
	During a practical assessme complete:	ent, under observation by an assessor, you will					
	Assessment Task 1						
	Performance criteria 1: guests	Develop and maintain positive working relationships with					
	Performance criteria 2:	Deliver effective guest service at all times					
	Performance criteria 3: organization	Give guests a positive impression of self and the					
	Assessment Task 2						
Minimo	Performance criteria 1:	Promote additional services or products to guests					
Minimum Evidence	Performance criteria 2:	Deal with guests across a language divide					
Required	Performance criteria 3: guests	Support the improvement of service reliability for					
	Assessment Task 3						
	Performance criteria 1: procedures	Answer telephone calls following organizational					
	Performance criteria 2: telephone calls	Use appropriate communication skills when answering					
	Performance criteria 3:	Record appropriate details of telephone calls					
	Performance criteria 4:	Transfer telephone calls to others where appropriate					

ASSESSI	ment Task 4
ı	Performance Criteria 1:
ı	Performance Criteria 2:
ı	Performance Criteria 3:
Portfolio	os required at the time of assessment (if any) for
ı	Performance criteria 1 for the evaluation of portfolio
ı	Performance criteria 2 for the evaluation of portfolio
	Performance criteria 3 for the evaluation of portfolio

Continued on following page

Candid Details	ate	Name:									
Assess Outcom		COMPETENT NOT YET COMPETENT Name of the Assessor: Signature of the Assessor:									
		Assessm	ent Su	mma	r\/	(to be	filled b	ov the s	2222	or)	1
	Activ		ent Su	iiiiia		Method		by tile a	133633	-	sult
Nature of Activity			Written	Oral		Observation	Portfolio	Role Play		Competent	Not Yet Competent
Practica	al Skill Den	nonstration)		✓		✓			
Knowle	dge Asses	sment	✓	✓							
Other F	Requiremer	nt									
Each A	ssessment	Task (with perfo	rmance	e crite	eria	a)					
	sment Tas effective a	k 1 nd efficient servi	ce for			Descrip Maintair					e guest service
During the practical assessment, candidate demonstrated the following:						No	Remarks				
1	Performance criteria 1: Develop and maintain positive working relationships with guests										
2	Performance criteria 2: Deliver effective guest service at all times										
3		nce criteria 3: Giv n of self and the				sitive					
4											
Compe	tent 🗆				N	lot Yet	Compe	tent 🗆			

Asses	sment Task 2	Description of assessment task 2					
Meet a	and exceed guest expectations	promote services and products to meet guest expectations					
During followi	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks		
1	Performance criteria 1: Promote additional products to guests	services or					
2	Performance criteria 2: Deal with gues language divide	ts across a					
3	Performance criteria 3: Support the im service reliability for guests	provement of					
4							
Compe	etent	Not Yet Compe	etent \square				
Asses	sment Task 3	Description o	f asses	sment	t task 3		
Handle	e telephone calls	Follow organiz calls	ational	standa	rds for handling telephone		
During followi	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks		
1	Performance criteria 1: Answer telephone calls following organizational procedures						
2	Performance criteria 2: Use appropriat communication skills when answering calls						
3	Performance criteria 3: Record approptelephone calls	oriate details of					
4	Performance criteria 4: Transfer teleph others where appropriate	none calls to					
Compe	etent	Not Yet Compe	etent \square				
Assess	sment Task 4	Description of	Description of assessment task 4				
During followi	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks		
1	Performance criteria 1:						
2	Performance criteria 2:						
3	Performance criteria 3:						
4							
Compe	etent 🗆	Not Yet Competent □					

Portfolio (if any)			Description of portfolio					
Curren	t 🗆	Sufficient	Authenti		Valid			Reliable
Portfolio meet the following performance standa				ards:		Yes	No	Remarks
1	Performance criteria 1							
2	Performance criteria 2							
3	Performance criteria 3							
4								
Competent □			Not Yet	Compe	etent 🗆			

Title of Qualification: Hospitality Expert	CS Code:	Level: 2	Version: 1
Competency Standard Title: Provide housekeeping services	Assessment D	Date (DD/MM/YY):

Candidate Details	Name:									
	Registration/Roll Number:									
	To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment):									
Guidance for Candidate	 19. Assessment Task 1: Maintain housekeeping supplies 20. Assessment Task 2: Collect linen and room makeup 21. Assessment Task 3: Carry out periodic room servicing and deep cleaning 22. Assessment Task 4: Clean and service public housekeeping areas 									
	And complete:									
	23. Knowledge assessment test (Written or Oral) 24. Portfolios at the time of assessment (if any)									
	During a practical assessn complete:	nent, under observation by an assessor, you will								
	Assessment Task 1									
	Performance criteria 1:	Receive and check housekeeping supplies								
	Performance criteria 2:	Store and issue housekeeping supplies								
	Assessment Task 2									
	Performance criteria 1:	Receive and check clean linen								
	Performance criteria 2:	Store and issue clean linen								
	Performance criteria 3:	Collect clean Housekeeping linen								
Minimum Evidence	Performance criteria 4:	Strip and make beds								
Required										
•	Assessment Task 3									
	Performance criteria 1:	Carry out periodic room servicing according to schedule								
	Performance criteria 2:	Carry out periodic deep cleaning according to schedule								
	Assessment Task 4									
	Performance criteria 1:	Clean and service toilet and bathroom areas								
	Performance criteria 2:	Clean and service furnished areas								

Candida Details			Name:									
Assess Outcom		Signature of the	ssessor			Asses	NOT YET COMPETENT Assessor's code:					
	Activ	Assessme	ent Su	mmar	ry (to be Method		by the a	assess	or) Res	oult		
Nature	of Activity	ity	Written	Oral	Observation pour	Portfolio	Role Play		Competent	Not Yet Competent		
Practica	al Skill Den	monstration			V							
Knowle	edge Asses	sment	✓	✓								
Other F	Requiremer	nt				✓						
Each A	ssessment	t Task (with perfo	rmance	e crite	ria)							
	sment Tas in housekee	eping supplies	_		Descrip Maintair issuing					ng receiving and		
During followin		al assessment, ca	andida	te den	nonstrate	ed the	Yes	No	Remarks			
1	Performane supplies	nce criteria 1: Recei	ve and	check I	housekee	ping						
2		nce criteria 2: Sto eping supplies	re and	issue	!							
3	Performa	nce criteria 3:										
4												
Compe	tent 🗆				Not Yet	Compe	tent 🗆					
	sment Tas	s k 2 room makeup			Descrip							
During followin		al assessment, ca	andida ¹	te den	nonstrate	ed the	Yes	No	Remarks			
1	Performan	nce criteria 1: Recei	ve and	check	clean line	n:						
2	Performa	nce criteria 2: Sto	ore and	l issue	clean lir	nen						
3	Performand coverings	nce criteria 3: Collec	t clean	linen a	ınd bed							
4	Performa	nce criteria 4: Stri	ip and	make	beds							
Compe	Competent □ Not Yet Competent □											

	sment Task 3 out periodic room servicing and deep	Description of assessment task 3 follow the organizational standards to complete room cleaning task				
During following	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1: Carry out periodic laccording to schedule	room servicing				
2	Performance criteria 2: Carry out periodeleaning according to schedule	dic deep				
3	Performance criteria 3:					
4						
Compe	etent	Not Yet Compe	tent 🗆			
Asses	sment Task 4	Description of	f asses	sment	task 4	
Clean areas	and service public housekeeping	Maintain public organizational			s cleanliness as per	
During following	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1: Clean and service bathroom areas	vice toilet and				
2	Performance criteria 2: Clean and servareas	vice furnished				
3	Performance criteria 3:					
4					-	
Compe	etent	Not Yet Competent □				
Portfol	io (if any)	Description of	portfolio	0		
Curren	t ☐ Sufficient ☐ Authenti	c □ Valid			Reliable	
Portfol	io meet the following performance stand	ards:	Yes	No	Remarks	
1						
2	Performance criteria 2					
3	Performance criteria 3					
4						
Compe	etent	Not Yet Compe	etent \Box]	•	

Title of Qualification:	CS Code:	Level:	Version:		
Hospitality Expert		2	1		
Competency Standard Title:	Assessment D	Assessment Date (DD/MM/YY):			
Provide food and beverage services					
	Time Duration: 2:00 hours				

Candidate Details	Name:
	Registration/Roll Number:
	Competency Standard B To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Co-ordinate the operation of the work area
Guidance for Candidate	 [= 25. Assessment Task 1: Prepare and clean equipment, materials and service areas for food and beverages service 26. Assessment Task 2: Greet guests and take orders 27. Assessment Task 3: Use appropriate methods and equipment to serve food & beverages to the guests 28. Assessment Task 4: Secure payment using appropriate method 29. Assessment Task 5: Maintain food safety for operational work area when storing, holding and serving food And complete: 30. Knowledge assessment test (Written or Oral) 31. Portfolios at the time of assessment (if any)

During a practical assessment, under observation by an assessor, you will complete:

Assessment Task 1

Performance criteria 1: Understand a range of food and beverage settings and

cover lay-ups

Performance criteria 2: Prepare and clean equipment and materials for food and

beverages service in different settings

Performance criteria 3: Prepare and clean service area for food and beverages service in different settings

Performance criteria 4: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service

Check at the beginning of a shift that the work area and Performance criteria 5: service equipment are hygienic, free from damage and prepared ready for use

Performance criteria 6: Check that there are sufficient stocks of service items

ready for service

Performance criteria 7: Switch on appropriate service equipment in time to reach

the recommended operating temperature

Performance criteria 8: Display promotional materials ready for guest use

Performance criteria 9: Check that refuse and waste food containers are clean

and ready for use

Performance criteria 10: Display food immediately before service, in line with

operational procedures

Performance criteria 11: Assemble for cleaning or store any reusable service items

and equipment from the food service

Store condiments and accompaniments appropriate for Performance criteria 12:

future use in line with food hygiene legislation

Dispose of rubbish, used disposables and waste food Performance criteria 13: following recommended procedures

Performance criteria 14: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use

Minimum Evidence Required

Assessment Task 2

Greet guests, identify their requirements and check any Performance criteria 1: booking records as appropriate to the service operation

Performance criteria 2: Provide guests with assistance on arrival

Performance criteria 3: Make sure guests have access to the correct menu Performance criteria 4: Give accurate information on individual dishes according

to guests' requirements

Performance criteria 5: Take the opportunity to maximise the order using

appropriate sales techniques

Performance criteria 6: Identify, record and deal with their order promptly

.....

Assessment Task 3

Use appropriate methods and equipment to Performance criteria 1: serve food and accompaniments to guests in different settings

Performance criteria 2: Prepare and serve drinks to guests in different

settings

Performance criteria 3: Maintain the food and beverage service

throughout the shift

Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests

Performance criteria 5: Store food and equipment safely in line with

organisational requirements

Performance criteria 6: Dispose of waste in line with organisational requirements

Performance criteria 7: Deal with unexpected situations in line with organisational guidelines

Assessment Task 4

Performance criteria 1: Maintain clean and orderly checkout areas

Count float money at the beginning of shifts to ensure that Performance criteria 2:

amounts are correct and that there is adequate change

Prepare all the necessary items for making checks before Performance criteria 3:

the shifts starts and restock materials if required

Performance criteria 4: Keep guest check ready at all times by posting food items

as soon as possible

Performance criteria 5: Re-check postings before handing over the check to the

guest

Performance criteria 6: Present the check to the guest according to the

organisation's procedures

Performance criteria 7: Receive payment by appropriate method and validate it if

necessary

Performance criteria 8: Carry out transactions without delay and give relevant

confirmation to the guest

Performance criteria 9: Give correct change for cash transactions

Performance criteria 10:

collection when asked to

Make the payment point contents available for authorised

Performance criteria 11: Look out for and report suspicious items or lost property

Assessment Task 5

Performance criteria 1: Keep own self clean and hygienic

Performance criteria 2: Keep the food outlet working area clean and hygienic

Performance criteria 3: Store food safely

Performance criteria 4: Hold and serve food safely

Portfolios required at the time of assessment (if any) for

Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio

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Continued on following page

Candidate Details	Name: Candidate Signature:	
Assessment Outcome	COMPETENT Name of the Assessor: Signature of the Assessor:	

Assessment Summary (to be filled by the assessor)									
Activity			Method	t		Result			
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent		
Practical Skill Demonstration			✓		✓				
Knowledge Assessment	✓	✓							
Other Requirement				✓					
Each Assessment Task (with perfo	ormanc	e criteri	a)						

Assessment Task 1

Prepare and clean equipment, materials and service areas for food and beverages service per organizational standards

Description of assessment task 1

Make food and beverage service area upto the mark as

	e areas for food and beverages service per organization	Tiai ota	i i dai de	
During the practical assessment, candidate demonstrated the following:			No	Remarks
1	Performance criteria 1: Understand a range of food and beverage settings and cover lay-ups			
2	Performance criteria 2: Prepare and clear equipment and materials for food and beverages service in different settings			
3	Performance criteria 3: Prepare and clear service area for food and beverages service in different settings			
4	Performance criteria 4: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service			
5	Performance criteria 5: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use			
6	Performance criteria 6: Check that there are sufficient stocks of service items ready for service			
7	Performance criteria 7: Switch on appropriate service equipment in time to reach the recommended operating temperature			
8	Performance criteria 8: Display promotional materials ready for guest use			
9	Performance criteria 9: Check that refuse and waste food containers are clean and ready for use			
10	Performance criteria 10: Display food immediately before service, in line with operational procedures			
11	Performance criteria 11: Assemble for cleaning or store any reusable service items and equipment from the food service			
12	Performance criteria 12: , store condiments and accompaniments for future use in line with food hygiene legislation			
13	Performance criteria 13: Dispose of rubbish, used disposables and waste food following recommended procedures			
14	Performance criteria 14: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use			
Comp	etent ☐ Not Yet Compe	tent 🗆	•	

_	sment Task 2 guests and take orders	Description of assessment task 2 Welcome the guest with protocols as per organizational standards to dine in			
During the practical assessment, candidate demonstrated the following:			Yes	No	Remarks
1	Performance criteria 1: Greet guests, identify their requirements and check any booking records as appropriate to the service operation				
2	Performance criteria 2: Provide guests with assistance on arrival				
3	Performance criteria 3: Make sure guests have access to the correct menu				
4	Performance criteria 4: Give accurate information on individual dishes according to guests' requirements				
5	Performance criteria 5: Take the opportunity to maximise the order using appropriate sales techniques				
Compe	etent 🗆	Not Yet Compe	tent \square		

7					
Asses	sment Task 3	Description of	f assessment task 3		
	propriate methods and equipment to ood & beverages to the guests		d beverages to the guest according standard methods		
During followin	the practical assessment, candidate deng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings				
2	Performance criteria 2: Prepare and serve drinks to guests in different settings				
3	Performance criteria 3: Maintain the food and beverage service throughout the shift				
4	Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests				
5	Performance criteria 5: Store food and equipment safely in line with organizational requirements				
6	Performance criteria 6: Dispose of waste in line with organizational requirements				
Performance criteria 7: Deal with unexpected situations in line with organizational guidelines					
Compe	etent 🗆	Not Yet Compe	tent 🗆		

Asses	sment Task 4	Description o	f asses	sment	task 4
Secure	e payment using appropriate method				e the payment on s on guest's end
During followir	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Maintain clean and checkout areas	orderly			
2	Performance criteria 2: Count float money of shifts to ensure that amounts are correc is adequate change				
3	Performance criteria 3: Prepare all the nec making checks before the shifts starts and materials if required				
4	Performance criteria 4: Keep guest check by posting food items as soon as possible	ready at all times			
5	Performance criteria 5: Re-check postings over the check to the guest	before handing			
6	Performance criteria 6: Present the check according to the organisation's procedures				
7	Performance criteria 7: Receive payment be method and validate it if necessary	by appropriate			
8	Performance criteria 8: Carry out transaction delay and give relevant confirmation to the				
9	Performance criteria 9: Give correct chang transactions	e for cash			
10	Performance criteria 10: Make the paymer available for authorised collection when as				
11	Performance criteria 11: Look out for a suspicious items or lost property	and report			
Compe	etent	Not Yet Compe	etent \square		
Asses	sment Task 5	Description o	f asses	sment	task 5
		Follow the food and serving for		proced	dure for handling, storing
	During the practical assessment, candidate demonstra following:		Yes	No	Remarks
1	Performance criteria 1: Keep own self clea	n and hygienic			
2	Performance criteria 2: Keep the food outlet working area clean and hygienic				

Not Yet Competent □

3

4

5

Competent □

Performance criteria 3: Store food safely

Performance criteria 5:

Performance criteria 4: Hold and serve food safely

Portfolio (if any)			Description of portfolio					
Curren	t 🗆	Sufficient	Authenti	c 🗖	Valid			Reliable
Portfoli	o meet th	e following perforn	nance stand	ards:		Yes	No	Remarks
1	Perform	ance criteria 1						
2	Performance criteria 2							
3	Perform	ance criteria 3						
4								
Competent ☐ Not Yet Com			t Compe	etent \square				

Title of Qualification:	CS Code:	Level:	Version:		
Hospitality Expert		2	1		
Competency Standard Title:	Assessment Date (DD/MM/YY):				
Provide front office services					
	Time Duration: 1:00 hour				

Candidate Details	Name:					
	Registration/Roll Number:					
	Competency Standard C To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Co-ordinate the operation of the work area					
	[=					
Guidance for Candidate	 32. Assessment Task 1: Handle room reservation (Confirm, cancel and amend bookings) 33. Assessment Task 2: Handle check in and checkout of guests 34. Assessment Task 3: Prepare and maintain guest billing 					
	And complete:					
	35. Knowledge assessment test (Written or Oral) 36. Portfolios at the time of assessment (if any)					
	During a practical assessment, under observation by an assessor, you will complete:					
	Assessment Task 1					
	Performance criteria 1: Deal with booking enquiries following organisational procedures according to the type of enquiry					
	Performance criteria 2: Reply to the booking enquiry with accurate information					
	Performance criteria 3: Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate					
	Performance criteria 4: Invite your customers to make a booking where possible and take and record their details correctly					
Minimum	Performance criteria 5: Allow for customer needs and requirements and follow organisation procedures accordingly					
Evidence Required	Performance criteria 6: Deal with any confirmations, cancellations and amendments according to organizational procedures and requirements					
	Performance criteria 7: Collect up to date information on rates, deals and third- party rules where applicable					
	Performance criteria 8: Identify, check and follow up unconfirmed bookings in the booking system					
	Performance criteria 9: Maintain records of all bookings in line with your organisation's procedures					
	Performance criteria 10: Correctly identify customer requirements					
	Performance criteria 11: Retrieve any customer booking details from the booking system and check them with the customer					
	Performance criteria 12: Offer alternatives for any services that are not available as requested					

Assessment Task 2 Performance criteria 1: Complete the registration document correctly Performance criteria 2: Give accurate information which meets customer needs Promote the services and facilities of your organization Performance criteria 3: when appropriate Performance criteria 4: Pass on customer details to the relevant departments in line with organisation's procedures Performance criteria 5: Enter charges regularly and accurately against customer accounts in the account system Performance criteria 6: Record any account adjustments accurately against customer accounts Performance criteria 7: File and store account documents correctly at all times Performance criteria 8: Complete customer accounts for the customer Performance criteria 9: Make sure customer accounts cannot be accessed by unauthorized people Performance criteria 10: Ensure that customers are aware of the cost breakdown of chosen services and the final total amount to be paid Performance criteria 11: Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached Follow organisation's policies and procedures regarding Performance criteria 12: payment discrepancies, non-cash payments, transaction values, and limits Performance criteria 13: Use correct procedures to maintain confidentiality of customers' purchases and payment information Performance criteria 14: Issue receipts and store payments so that all internal payment records are competed accurately Performance criteria 15: Follow the organisation's procedures for issuing receipts and storing payments Performance criteria 16: Check customer account details and request payment as required Performance criteria 17: Complete documentation and deal with it using the correct account or booking system Performance criteria 18: Complete all other procedures for customer departures Performance criteria 19: Record customer comments, complaints and suggestions and feed them back to the appropriate person or department Performance criteria 20: Promote establishment services and facilities as appropriate **Assessment Task 3** Performance criteria 1: Ensure that change given for cash payments is accurate Performance criteria 2: Maintain the security of cash and other payments Performance criteria 3: Provide customers with legible and accurate receipts Performance criteria 4: Ensure that all payments are stored securely and protected Performance criteria 5: Prepare documents and other necessary items before the customer departs Performance criteria 6:

Present the account to the customer for confirmation

Assessment Task 4

Assessment Task 5

Portfolios required at the time of assessment (if any) for
Performance criteria 1 for the evaluation of portfolio
Performance criteria 2 for the evaluation of portfolio
Performance criteria 3 for the evaluation of portfolio

Continued on following page

Candidate Details	Name: Candidate Signature:	
Assessment Outcome	COMPETENT Name of the Assessor: Signature of the Assessor:	

Assessment Summary (to be filled by the assessor)									
Activity			Method	t		Result			
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent		
Practical Skill Demonstration			✓		✓				
Knowledge Assessment	✓	✓							
Other Requirement				✓					
Each Assessment Task (with perfo	ormanc	e criteri	a)						

Assessment Task 1

Handle room reservation (Confirm, cancel and amend bookings)

Description of assessment task 1

Identify the confirmation and cancelation of reservations by following up the system

	nona bookingo)	3 1	7		
	During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Deal with booking following organisational procedures accord of enquiry				
2	Performance criteria 2: Reply to the bookir accurate information	ng enquiry with			
3	Performance criteria 3: Take the opportuni products and services within the communithe customer where possible and appropri	cation back to			
4	Performance criteria 4: Invite your customers to make a booking where possible and take and record their details correctly				
5	Performance criteria 5: Allow for customer needs and requirements and follow organisation procedures accordingly				
6	Performance criteria 6: Deal with any confirmations, cancellations and amendments according to organisational procedures and requirements				
7	Performance criteria 7: Collect up to date information on rates, deals and third-party rules where applicable				
8	Performance criteria 8: Identify, check and follow up unconfirmed bookings in the booking system				
9	Performance criteria 9: Maintain records of all bookings in line with your organisation's procedures				
10	Performance criteria 10: Correctly identify customer requirements				
11	Performance criteria 11: Retrieve any customer booking details from the booking system and check them with the customer				
Performance criteria 12: Offer alternatives for any services that are not available as requested					
Compe	etent	Not Yet Compe	tent 🗆		

Assessment Task 2

Handle check in and checkout of guests

Description of assessment task 2

Follow the checkin and checkout procedure as organizational standard

During the practical assessment, candid following:	date demonstrated the	Yes	No	Remarks
Performance criteria 1: Complete t document correctly	the registration			
Performance criteria 2: Give accur meets customer needs	ate information which			
Performance criteria 3: Promote the of your organisation when appropriate the second s				
Performance criteria 4: Pass or the relevant departments in line procedures				
Performance criteria 5: Enter charges accurately against customer accounts system				
6 Performance criteria 6: Record any accurately against customer accord				
Performance criteria 7: File and sto correctly at all times	ore account documents			
8 Performance criteria 8: Complete of the customer	customer accounts for			
Performance criteria 9: Make s accounts cannot be accessed to people				
Performance criteria 10: Ensure th of the cost breakdown of chosen s total amount to be paid				
11 of the methods of payment that are	Performance criteria 11: Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached			
12 procedures regarding payment dis	Performance criteria 12: Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits			
Performance criteria 13: Use corre maintain confidentiality of custome payment information				
Performance criteria 14: Issue rece so that all internal payment records accurately				
Performance criteria 15: Follow procedures for issuing receipts				
Performance criteria 16: Check cur and request payment as required	stomer account details			
	Performance criteria 17: Complete documentation and deal with it using the correct account or booking system			
Performance criteria 18: Complete customer departures	Performance criteria 18: Complete all other procedures for			
	Performance criteria 19: Record customer comments, complaints and suggestions and feed them back to the appropriate person or department			
Performance criteria 20: Promo services and facilities as appro				
Competent □	Not Yet Compe	etent 🗆		

Assessment Task 3 Prepare and maintain guest billing		Description of assessment task 3 Confirm the payments with other departments at the time of preparing bill			
During following	the practical assessment, candidate deng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Ensure that change given for payments is accurate				
2	Performance criteria 2: Maintain the security of cother payments				
3	Performance criteria 3: Provide customers with legible and accurate receipts				
4	Performance criteria 4: Ensure that all payments are stored securely and protected				
5	Performance criteria 5: Prepare documents and other necessary items before the customer departs				
6	Performance criteria 6: Present the account to the customer for confirmation				
Compe	Competent □		mpetent 🗆		
Assess	sment Task 4	Description of assessment task 4			
During following	the practical assessment, candidate den	monstrated the	Yes	No	Remarks
1	Performance criteria 1:				
2	Performance criteria 2:				
3	Performance criteria 3:				
4					
Compe	etent	Not Yet Competent □			
Portfolio (if any)		Description of portfolio			
Curren	t ☐ Sufficient ☐ Authention	□ Valid □ Reliable □			
Portfoli	io meet the following performance stand	ards:	Yes	No	Remarks
1	Performance criteria 1				
2	Performance criteria 2				1
3	Performance criteria 3				
4					
Compe	etent 🗆	Not Yet Competent □			

Title of Qualification:	CS Code:	Level:	Version:	
Hospitality Expert		2	1	
Competency Standard Title:	Assessment Date (DD/MM/YY):			
Maintain professional standards and environment throughout shift	Time Duration	: 3:30 hours		

Candidate Details	Name:						
	Registration/Roll Number:						
	To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment):						
	37. Assessment Task 1: Demonstrate personal Hygiene key points, PPE, uniform throughout the shift						
	38. Assessment Task 2: Maintain the health, safety and security of the working environment						
Guidance for	39. Assessment Task 3: Communicate and work with associates and team efficiently and effectively throughout the shift						
Candidate	40. Assessment Task 4: Check that all products and equipment are in good order						
	41. Assessment Task 5: Waste disposal42. Assessment Task 6: Maintain tools and equipment						
	And complete:						
	43. Knowledge assessment test (Written or Oral) 44. Portfolios at the time of assessment (if any)						
	During a practical assessment, under observation by an assessor, you will complete:						
	Assessment Task 1						
	Performance criteria 5:	Identify recommended procedures for washing hands					
	Performance criteria 6:	List unsafe behavior at workplace minimum 5					
	Performance criteria 7: Method to report on job accidents/emergencies promptly to the appropriate person						
	Performance criteria 8: of being clean, odorl	Evaluate if the uniform is fit for use or not. Possible signs ess and appropriate size					
	Assessment Task 2						
	Performance criteria 7:	Identify any hazards or potential hazards in the work area					
	Performance criteria 8:	Implement correct procedure for handling hazard					
Minimum Evidence	Performance criteria 9: Report any accidents or near accidents quickly and accurately to the appropriate person						
Required	Performance criteria 10: the work environment	Follow the organization's health and safety procedures i					
	Performance criteria 11:	Practice emergency procedures correctly					
	Performance criteria 12:	Follow the organization's security procedures					
	Assessment Task 3						
	Performance criteria 2: organization	Effective communication within team and within					
	Assessment Task 4						
	Performance criteria 5:	Operate equipment properly					
	Performance criteria 6:	Clean and store the equipment					
	Performance criteria 7:	Identify fault in the equipment					
	Performance criteria 8:	Report the fault in equipment to respective personnel					

Assessment Task 5 Performance criteria 4: Wear appropriate attire Performance criteria 5: Prepare waste for disposal as per standard defined by the organization Sanitize the waste containers following your workplace Performance criteria 6: procedures **Assessment Task 6** Performance criteria 4: Inspect equipment and tools for any obvious fault or cleanliness Performance criteria 5: Report in case of any repair or replacement required to the concern department Performance criteria 6: Organize and store equipment as per organizational standard Portfolios required at the time of assessment (if any) for Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio

Candid Details	ate	Name:								
COMPETENT ☐ NOT YET COMPETENT ☐							г□			
Assess Outcom		Name of the Assessor:								
		Assessm	ent Su	mma	rv (to be	filled b	ov the a	assess	or)	
	Activ				Method					sult
Nature of Activity			Written	Oral	Observation	Portfolio	Role Play	Sompetent		Not Yet Competent
Practica	al Skill Den	nonstration			√	_	_			
Knowle	dge Asses	sment	✓	✓						
Other F	Requiremer	nt								
Each A	ssessment	Task (with perfo	rmance	e crite	eria)					
Demon		k 1 sonal Hygiene ke ughout the shift	y point	s,	Descrip Follow to organiz	he pers	sonal h	ygiene :	task 1 and ppe by	following
During followin		al assessment, c	andida	te der	monstrate	ed the	Yes	No	Remarks	
1	Performan for washin	ce criteria 1: Identi g hands	fy recon	nmend	ded proce	dures				
2	Performance criteria 2: List unsafe behavior at workplace minimum 5									
3	Performance criteria 3: Method to report on job accidents/emergencies promptly to the appropriate person				iate					
4	for use or	nce criteria 4: Ev not. Possible sig and appropriate s	ıns of b			s fit				
Compe	tent 🗆				Not Yet	Compe	tent 🗖			

Assessment Task 2 Description of assessment task 2 Maintain the health, safety and security of the Implement health and safety procedures within the working environment secured working environment During the practical assessment, candidate demonstrated the Yes No Remarks followina: Performance criteria 1: Identify any hazards or 1 potential hazards in the work area Performance criteria 2: Implement correct procedure 2 for handling hazard Performance criteria 3: Report any accidents or near 3 accidents quickly and accurately to the appropriate person Performance criteria 4: Follow the organization's 4 health and safety procedures in the work environment Performance criteria 5: Practice emergency 5 procedures correctly Performance criteria 6: Follow the organization's 6 security procedures Competent Not Yet Competent □ **Assessment Task 3** Description of assessment task 3 Communicate and work with associates and Communicate properly and work as a team efficiently team efficiently and effectively throughout the throughout the shift During the practical assessment, candidate demonstrated the Yes No Remarks following: Performance criteria 1: Effective communication 1 within team and within organization 2 Performance criteria 2: 3 Performance criteria 3: 4 Competent □ Not Yet Competent □ **Assessment Task 4** Description of assessment task 4 Check that all products and equipment are in Operate equipment, identify the condition and report good order fault in case there is During the practical assessment, candidate demonstrated the Yes No Remarks following: Performance criteria 1: Operate equipment properly Performance criteria 2: Clean and store the 2 equipment 3 Performance criteria 3: Identify fault in the equipment Performance criteria 4: Report the fault in equipment

Not Yet Competent □

4

Competent

to respective personnel

		T					
	sment Task 5	-	f assessment task 5				
Waste	disposal	sanitization	Identify waste and adopt correct procedure for sanitization				
During the practical assessment, candidate demonstrated the following:				No	Remarks		
1	Performance criteria 1: Wear appropri	ate attire					
2	Performance criteria 2: Prepare waste per standard defined by the organizati						
3	Performance criteria 3: Sanitize the waste containers following your workplace procedures						
4	Performance criteria 4						
Competent ☐ Not Yet Compe							
Asses	sment Task 6	Description of	f assessment task 6				
Mainta	in tools and equipment	Collect all tools any fault to rep			nt to observe and identify ked		
During the practical assessment, candidate demonstrated the following:				No	Remarks		
1	Performance criteria 1: Inspect equipm for any obvious fault or cleanliness						
2	Performance criteria 2: Report in case of any repair or replacement required to the concern department						
3	Performance criteria 3: Organize and sequipment as per organizational stand						

Competent \square

Performance criteria 4

Portfoli	io (if any)	Descrip	Description of portfolio				
Curren	t ☐ Sufficient ☐	Authentic \square	Valid			Reliable	
Portfoli	io meet the following perform	ance standards:		Yes	No	Remarks	
1	Performance criteria 1						
2	Performance criteria 2						
3	Performance criteria 3						
4							
Compe	etent 🗆	Not Yet	Compe	etent \Box]		

Not Yet Competent \square

Title of Qualification: Hospitality Expert	CS Code:	Level: 2	Version: 1
Competency Standard Title: Develop communication and social skills for hospitality	Assessment D	eate (DD/MM/YY):

Candidate Details	Name:							
	Registration/Roll Number:							
Guidance for Candidate	To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): 45. Assessment Task 1: Develop and use communication skills in a hospitality setting 46. Assessment Task 2: Develop and use social skills to handle guest complaints and complements in a hospitality setting And complete: 47. Knowledge assessment test (Written or Oral) 48. Portfolios at the time of assessment (if any)							
	During a practical assessme complete:	ent, under observation by an assessor, you will						
	Assessment Task 1							
	Performance criteria 4: a hospitality setting	Understand the expectations of guests and associates in						
	Performance criteria 5:	Develop technical and social communication skills						
	Performance criteria 6:	Apply communication skills in a hospitality setting						
	Assessment Task 2							
	Performance criteria 7: good relationships with g	Understand the principles of developing and maintaining juest and associates						
	Performance criteria 8:	Develop social skills						
	Performance criteria 9:	Apply social skills in a hospitality setting						
mum	Performance criteria 10:	Solve problems for guests						
Evidence	Performance criteria 11:	Handle complaints and complements within own role						
Required	Performance criteria 12: procedures	Record information according to organizational						
	Portfolios required at the tim	ne of assessment (if any) for						
	Performance criteria 1	for the evaluation of portfolio						
	Performance criteria 2	for the evaluation of portfolio						
	Performance criteria 3 for the evaluation of portfolio							

Candid Details	ate	Name:								
Assess Outcom		COMPETENT NOT YET COMPETENT Name of the Assessor: Assessor's code: Signature of the Assessor:								
		Assassm	-n4 Cu		/40 h	- filled	by the	222000	~~/	1
<u> </u>	Activ	Assessme	ent Sui	Miliai	y (to b Metho		by the d	355 6 55		sult
	7011	nty .			Observation	,u 				
Nature of Activity			Written	Written Oral		Portfolio	Role Play		Competent	Not Yet Competent
Practica	al Skill Den	nonstration			√		✓			
Knowle	dge Asses	sment	✓	✓						
Other F	Requiremer	nt				✓				
Each A	ssessment	t Task (with perfo	rmance	e crite	ria)	1				
Assess	sment Tas	 k 1			Descr	iption o	f asses	sment	task 1	
	p and use o	communication s	kills in a	a	Adopt	•	nication	skills t	o understar	nd the
During following	•	al assessment, c	andidat	te den	nonstra	ted the	Yes	No	Remarks	
1		nce criteria 1: Un and associates ir								
2	Performance criteria 2: Develop technical and social communication skills									
3	Performa a hospital	nce criteria 3: Ap lity setting	ply com	nmuni	cation	skills in				
4										
Compe	tent Π		•		Not Ye	t Compe	tent [.1	

				$\overline{}$	
Develo	ssment Task 2 op and use social skills to handle guest laints and complements in a hospitality	Description of Develop good of complaints and	guest re	elations	t task 2 ship to handle guest
During followi	g the practical assessment, candidate der ing:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Understand the developing and maintaining good relatinguest and associates				
2	Performance criteria 2: Develop social	skills			1
3	Performance criteria 3: Apply social sk hospitality setting	tills in a			1
4	Performance criteria 4: Solve problems	s for guests			1
5	Performance criteria 5: Handle complaints complements within own role	and			
6	Performance criteria 6: Record information organizational procedures	according to			
Comp	petent \square	Not Yet Compe	tent 🗆	<u>-</u>	
Asses	ssment Task 3	Description of a	assessi	ment ta	isk 3
During followi	g the practical assessment, candidate der ing:	monstrated the	Yes	No	Remarks
1	Performance criteria 1:				
2	Performance criteria 2:				1
3	Performance criteria 3:				1
4					
Comp	petent	Not Yet Compe	tent 🗆	ı	
Asses	ssment Task 4	Description of a	assessi	ment ta	ısk 4
During followi	g the practical assessment, candidate der ing:	monstrated the	Yes	No	Remarks
1	Performance criteria 1:				
2	Performance criteria 2:		_		1
3	Performance criteria 3:				1
4					
Comp	etent	Not Yet Compe	etent 🗆	i	

Portfolio (if any)				Description of portfolio				
Current ☐ Sufficient ☐ Authentic					□ Valid □ Reliable □			
Portfolio meet the following performance standa				ards:		Yes	No	Remarks
1	Perform							
2	Perform	ance criteria 2						
3	Performance criteria 3							
4	4							
Competent □				Not Yet	Compe	etent \square		

Title of Qualification:	CS Code:	Level:	Version:			
Hospitality Expert		2	1			
Competency Standard Title:	Assessment Date (DD/MM/YY):					
Deliver effective guest service						
	Time Duration: 1:00 hours					

Candidate Details	Name:							
	Registration/Roll Number:							
	-	To meet this standard, you are required to within the given time frame (for practical ssment): Deliver effective guest service						
Guidance for Candidate	50. Assessment Task 2: 51. Assessment Task 3: 52	Deliver effective and efficient service for guests Meet and exceed guest expectations Handle telephone calls						
	And complete: 53. Knowledge assessment test (Written or Oral) 54. Portfolios at the time of assessment (if any)							
	During a practical assessme complete:	ent, under observation by an assessor, you will						
	Assessment Task 1							
	Performance criteria 4: guests	Develop and maintain positive working relationships with						
	Performance criteria 5:	Deliver effective guest service at all times						
	Performance criteria 6: organization	Give guests a positive impression of self and the						
	Assessment Task 2							
Minimum	Performance criteria 4:	Promote additional services or products to guests						
Evidence	Performance criteria 5:	Deal with guests across a language divide						
Required	Performance criteria 6: guests	Support the improvement of service reliability for						
	Assessment Task 3							
	Performance criteria 5: procedures	Answer telephone calls following organizational						
	Performance criteria 6: telephone calls	Use appropriate communication skills when answering						
	Performance criteria 7:	Record appropriate details of telephone calls						
	Performance criteria 8:	Transfer telephone calls to others where appropriate						

ASSESSI	ment Task 4
ı	Performance Criteria 1:
ı	Performance Criteria 2:
ı	Performance Criteria 3:
Portfolio	os required at the time of assessment (if any) for
ı	Performance criteria 1 for the evaluation of portfolio
ı	Performance criteria 2 for the evaluation of portfolio
	Performance criteria 3 for the evaluation of portfolio

Candid Details	ate	Name:									
Assess Outcom		COMPETENT □ NOT YET COMPETENT □ Name of the Assessor: Assessor's code: Signature of the Assessor: Assessor:									
		Assessm	ent Su	mma	r\/	(to be	filled b	ov the s	2222	or)	1
	Activ		ent Su	iiiiia		Method		by tile a	133633	-	sult
Nature of Activity			Written	Oral		Observation	Portfolio	Role Play		Competent	Not Yet Competent
Practica	al Skill Den	nonstration)		✓		✓			
Knowle	dge Asses	sment	✓	✓							
Other F	Requiremer	nt									
Each A	ssessment	Task (with perfo	rmance	e crite	eria	a)					
	sment Tas effective a	k 1 nd efficient servi	ce for			Descrip Maintair					e guest service
During followin		al assessment, c	andidat	te der	mc	onstrate	ed the	Yes	No	Remarks	
1	Performance criteria 1: Develop and maintain positive working relationships with guests										
2	Performance criteria 2: Deliver effective guest service at all times										
3		nce criteria 3: Giv n of self and the				sitive					
4											
Compe	tent 🗆				N	lot Yet	Compe	tent 🗆			

Assessment Task 2		Description of assessment task 2				
Meet and exceed guest expectations		promote services and products to meet guest expectations				
During followi	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1: Promote additional products to guests	services or				
2	Performance criteria 2: Deal with gues language divide	ts across a				
3	Performance criteria 3: Support the im service reliability for guests	provement of				
4						
Compe	etent	Not Yet Compe	etent \square			
Asses	sment Task 3	Description o	f asses	sment	t task 3	
Handle	e telephone calls	Follow organiz calls	ational	standa	rds for handling telephone	
During followi	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1: Answer telephone calls following organizational procedures					
2	Performance criteria 2: Use appropriate communication skills when answering telephone calls					
3	Performance criteria 3: Record approptelephone calls	oriate details of				
4	Performance criteria 4: Transfer teleph others where appropriate	none calls to				
Compe	etent	Not Yet Competent □				
Assess	sment Task 4	Description of assessment task 4		ask 4		
During followi	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1:					
2	Performance criteria 2:					
3	Performance criteria 3:					
4						
Compe	etent 🗆	Not Yet Compe	etent \square	1	1	

Portfolio (if any)			Description of portfolio					
Curren	t 🗆	Sufficient	Authenti		Valid			Reliable
Portfolio meet the following performance standards:				Yes	No	Remarks		
1	Perform	ance criteria 1						
2	Performance criteria 2							
3	Performance criteria 3							
4								
Competent □			Not Yet	Compe	etent 🗆			

CS Code:	Level:	Version:		
	2	1		
Assessment Date (DD/MM/YY):				
Time Duration: 1:30 hours				
	Assessment D	Assessment Date (DD/MM/YY		

Candidate Details	Name:						
	Registration/Roll Number:						
	To meet this standard, you given time frame (for pract	are required to complete the following within the ical demonstration & assessment):					
Guidance for Candidate	 55. Assessment Task 1: Maintain housekeeping supplies 56. Assessment Task 2: Collect linen and room makeup 57. Assessment Task 3: Carry out periodic room servicing and deep cleaning 58. Assessment Task 4: Clean and service public housekeeping areas 						
	And complete:						
	59. Knowledge assessment test (Written or Oral)60. Portfolios at the time of assessment (if any)						
	During a practical assessn complete:	nent, under observation by an assessor, you will					
	Assessment Task 1						
	Performance criteria 3:	Receive and check housekeeping supplies					
	Performance criteria 4:	Store and issue housekeeping supplies					
	Assessment Task 2						
	Performance criteria 5:	Receive and check clean linen					
	Performance criteria 6:	Store and issue clean linen					
	Performance criteria 7:	Collect clean Housekeeping linen					
Minimum Evidence	Performance criteria 8:	Strip and make beds					
Required							
•	Assessment Task 3						
	Performance criteria 3:	Carry out periodic room servicing according to schedule					
	Performance criteria 4:	Carry out periodic deep cleaning according to schedule					
	Assessment Task 4						
	Performance criteria 3:	Clean and service toilet and bathroom areas					
	Performance criteria 4:	Clean and service furnished areas					

Candida Details		Name:								
Assess Outcom		COMPETENT Name of the Assessor: Signature of the Assessor:								
	Activ	Assessme	ent Su	mmar	ry (to be Method		y the a	assess	or) Res	oult
Nature	of Activity	ity	Written	Oral	Observation pour	Portfolio	Role Play		Competent	Not Yet Competent
Practica	al Skill Den	monstration			V					
Knowle	edge Asses	sment	✓	✓						
Other F	Requiremer	nt				✓				
Each A	ssessment	t Task (with perfo	rmance	e crite	ria)					
	sment Tas in housekee	eping supplies	_		Descrip Maintair issuing					ng receiving and
During followin		al assessment, ca	andida	te den	nonstrate	ed the	Yes	No	Remarks	
1	Performane supplies	nce criteria 1: Recei	ve and	check I	housekee	ping				
2		nce criteria 2: Sto eping supplies	re and	issue	!					
3	Performa	nce criteria 3:								
4										
Compe	tent 🗆				Not Yet	Compe	tent 🗆			
	sment Tas	s k 2 room makeup			Descrip					
During followin		al assessment, ca	andida ¹	te den	nonstrate	ed the	Yes	No	Remarks	
1	Performan	nce criteria 1: Recei	ve and	check	clean line	n:				
2	Performa	nce criteria 2: Sto	ore and	l issue	clean lir	nen				
3	Performand coverings	nce criteria 3: Collec	t clean	linen a	ınd bed					
4	Performa	nce criteria 4: Stri	ip and	make	beds					
Compe	Competent □ Not Yet Competent □									

	sment Task 3 out periodic room servicing and deep	Description of assessment task 3 follow the organizational standards to complete room cleaning task			
During following	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Carry out periodic laccording to schedule	room servicing			
2	Performance criteria 2: Carry out periodeleaning according to schedule	dic deep			
3	Performance criteria 3:				
4					
Compe	etent	Not Yet Compe	tent 🗆		
Asses	sment Task 4	Description of	f asses	sment	task 4
Clean areas	and service public housekeeping	Maintain public organizational			s cleanliness as per
During following	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Clean and service bathroom areas	vice toilet and			
2	Performance criteria 2: Clean and servareas	vice furnished			
3	Performance criteria 3:				
4					-
Compe	etent	Not Yet Compe	etent 🗆	•	
Portfol	io (if any)	Description of portfolio			
Curren	t ☐ Sufficient ☐ Authenti	c □ Valid			Reliable
Portfolio meet the following performance standards:			Yes	No	Remarks
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4					
Compe	etent	Not Yet Compe	etent \Box]	•

Title of Qualification:	CS Code:	Level:	Version:
Hospitality Expert		2	1
Competency Standard Title:	competency Standard Title: Assessment Date (DD/MM		
Provide food and beverage services			
	Time Duration: 2:00 hours		

Candidate Details	Name:
	Registration/Roll Number:
	Competency Standard E To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Co-ordinate the operation of the work area
Guidance for Candidate	 [= 61. Assessment Task 1: Prepare and clean equipment, materials and service areas for food and beverages service 62. Assessment Task 2: Greet guests and take orders 63. Assessment Task 3: Use appropriate methods and equipment to serve food & beverages to the guests 64. Assessment Task 4: Secure payment using appropriate method 65. Assessment Task 5: Maintain food safety for operational work area when storing, holding and serving food And complete: 66. Knowledge assessment test (Written or Oral) 67. Portfolios at the time of assessment (if any)

During a practical assessment, under observation by an assessor, you will complete:

Assessment Task 1

Performance criteria 15: Understand a range of food and beverage settings and

cover lay-ups

Performance criteria 16: Prepare and clean equipment and materials for food and beverages service in different settings

Performance criteria 17: Prepare and clean service area for food and beverages service in different settings

Performance criteria 18: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service

Performance criteria 19: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use

Performance criteria 20: Check that there are sufficient stocks of service items ready for service

Performance criteria 21: Switch on appropriate service equipment in time to reach the recommended operating temperature

Performance criteria 22: Display promotional materials ready for guest use
Performance criteria 23: Check that refuse and waste food containers are clean and ready for use

Performance criteria 24: Display food immediately before service, in line with

operational procedures

Performance criteria 25: Assemble for cleaning or store any reusable service items and equipment from the food service

Performance criteria 26: Store condiments and accompaniments appropriate for future use in line with food hygiene legislation

Performance criteria 27: Dispose of rubbish, used disposables and waste food following recommended procedures

Performance criteria 28: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use

Minimum Evidence Required

Assessment Task 2

Performance criteria 7: Greet guests, identify their requirements and check any booking records as appropriate to the service operation

Performance criteria 8: Provide guests with assistance on arrival

Performance criteria 9: Make sure guests have access to the correct menu

Performance criteria 10: Give accurate information on individual dishes according

to guests' requirements

Performance criteria 11: Take the opportunity to maximise the order using

appropriate sales techniques

Performance criteria 12: Identify, record and deal with their order promptly

.....

Assessment Task 3

Performance criteria 8: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings

Performance criteria 9: Prepare and serve drinks to guests in different

settings

Performance criteria 10: Maintain the food and beverage service

throughout the shift

Performance criteria 11: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests

Performance criteria 12: Store food and equipment safely in line with

organisational requirements

Performance criteria 13: Dispose of waste in line with organisational requirements

Performance criteria 14: Deal with unexpected situations in line with

organisational guidelines

Performance criteria 12: Maintain clean and orderly checkout areas

Performance criteria 13: Count float money at the beginning of shifts to ensure that

amounts are correct and that there is adequate change

Performance criteria 14: Prepare all the necessary items for making checks before

the shifts starts and restock materials if required

Performance criteria 15: Keep guest check ready at all times by posting food items

as soon as possible

Performance criteria 16: Re-check postings before handing over the check to the

guest

Performance criteria 17: Present the check to the guest according to the

organisation's procedures

Performance criteria 18: Receive payment by appropriate method and validate it if

necessary

Performance criteria 19: Carry out transactions without delay and give relevant

confirmation to the guest

Performance criteria 20: Give correct change for cash transactions

Performance criteria 21: Make the payment point contents available for authorised

collection when asked to

Performance criteria 22: Look out for and report suspicious items or lost property

Assessment Task 5

Performance criteria 5: Keep own self clean and hygienic

Performance criteria 6: Keep the food outlet working area clean and hygienic

Performance criteria 7: Store food safely

Performance criteria 8: Hold and serve food safely

Portfolios required at the time of assessment (if any) for

Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio

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Candidate Details	Name: Candidate Signature:	Ğ
Assessment Outcome	COMPETENT Name of the Assessor: Signature of the Assessor:	

Assessment Summary (to be filled by the assessor)							
Activity			Method	t	Result		
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement				✓			
Each Assessment Task (with perf	ormanc	e criteri	a)				

Prepare and clean equipment, materials and service areas for food and beverages service per organizational standards

Description of assessment task 1

Make food and beverage service area upto the mark as

service areas for 100d and beverages service per organizational standards						
During the practical assessment, candidate demonstrated the following:			No	Remarks		
1	Performance criteria 1: Understand a range of food and beverage settings and cover lay-ups					
2	Performance criteria 2: Prepare and clear equipment and materials for food and beverages service in different settings					
3	Performance criteria 3: Prepare and clear service area for food and beverages service in different settings					
4	Performance criteria 4: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service					
5	Performance criteria 5: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use					
6	Performance criteria 6: Check that there are sufficient stocks of service items ready for service					
7	Performance criteria 7: Switch on appropriate service equipment in time to reach the recommended operating temperature					
8	Performance criteria 8: Display promotional materials ready for guest use					
9	Performance criteria 9: Check that refuse and waste food containers are clean and ready for use					
10	Performance criteria 10: Display food immediately before service, in line with operational procedures					
11	Performance criteria 11: Assemble for cleaning or store any reusable service items and equipment from the food service					
12	Performance criteria 12: , store condiments and accompaniments for future use in line with food hygiene legislation					
13	Performance criteria 13: Dispose of rubbish, used disposables and waste food following recommended procedures					
14	Performance criteria 14: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use					
Comp	etent ☐ Not Yet Compe	tent 🗆	•			

_	sment Task 2 guests and take orders	Description of assessment task 2 Welcome the guest with protocols as per organizational standards to dine in			
During followir	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Greet guests, identify their requirements and check any booking records as appropriate to the service operation				
2	Performance criteria 2: Provide guests with assistance on arrival				
3	Performance criteria 3: Make sure guests have access to the correct menu				
4	Performance criteria 4: Give accurate information on individual dishes according to guests' requirements				
5	Performance criteria 5: Take the opportunity to maximise the order using appropriate sales techniques				
Competent ☐ Not Yet Co			tent \square		

7					
Assessment Task 3		Description of	fasses	ssmen	t task 3
	propriate methods and equipment to ood & beverages to the guests		I and beverages to the guest according onal standard methods		
During followir	the practical assessment, candidate deng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings				
2	Performance criteria 2: Prepare and serve in different settings				
3	Performance criteria 3: Maintain the food a service throughout the shift				
4	Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests				
5	Performance criteria 5: Store food and equipment safely in line with organizational requirements				
6	Performance criteria 6: Dispose of waste in line with organizational requirements				
7	Performance criteria 7: Deal with unexpected situations in line with organizational guidelines				
Competent ☐ Not Yet Compe		tent 🗆			

Asses	Assessment Task 4 Description of assessment task 4				
Secure	e payment using appropriate method				e the payment on s on guest's end
During followir	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Maintain clean and checkout areas	orderly			
2	Performance criteria 2: Count float money of shifts to ensure that amounts are correc is adequate change				
3	Performance criteria 3: Prepare all the nec making checks before the shifts starts and materials if required				
4	Performance criteria 4: Keep guest check by posting food items as soon as possible	ready at all times			
5	Performance criteria 5: Re-check postings over the check to the guest	before handing			
6	Performance criteria 6: Present the check according to the organisation's procedures				
7	Performance criteria 7: Receive payment be method and validate it if necessary				
8	Performance criteria 8: Carry out transactions without delay and give relevant confirmation to the guest				
9	Performance criteria 9: Give correct chang transactions	e for cash			
10	Performance criteria 10: Make the paymer available for authorised collection when as				
11	Performance criteria 11: Look out for a suspicious items or lost property	and report			
Compe	etent	Not Yet Competent □			
Asses	sment Task 5	Description o	f asses	sment	task 5
	in food safety for operational work hen storing, holding and serving food	Follow the food and serving for		proced	dure for handling, storing
During followir	the practical assessment, candidate de	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Keep own self clea	n and hygienic			
2	Performance criteria 2: Keep the food outle				

Not Yet Competent □

3

4

5

Competent □

Performance criteria 3: Store food safely

Performance criteria 5:

Performance criteria 4: Hold and serve food safely

Portfolio (if any)				Description of portfolio				
Curren	t 🗆	Sufficient	Authenti	c 🗆	Valid			Reliable
Portfolio meet the following performance standa			ards:		Yes	No	Remarks	
1	Perform	ance criteria 1						
2	Performance criteria 2							
3	Performance criteria 3							
4								
Competent □			Not Yet Competent □					

Title of Qualification:	CS Code:	Level:	Version:
Hospitality Expert		2	1
O manufacture of Otton Lond I Title	A	-1- (DD /84840/)	`
Competency Standard Title:	Assessment L	oate (DD/MM/YY):
Provide front office services			
	Time Duration	: 1:00 hour	

Candidate Details	Name:							
	Registration/Roll Number:							
	Competency Standard F To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Co-ordinate the operation of the work area							
	[=							
Guidance	68. Assessment Task 1: Handle room reservation (Confirm, cancel and amend bookings)							
for Candidate	69. Assessment Task 2: Handle check in and checkout of guests 70. Assessment Task 3: Prepare and maintain guest billing							
	And complete:							
	71. Knowledge assessment test (Written or Oral) 72. Portfolios at the time of assessment (if any)							
	During a practical assessment, under observation by an assessor, you will complete:							
	Assessment Task 1							
	Performance criteria 13: Deal with booking enquiries following organisational procedures according to the type of enquiry							
	Performance criteria 14: Reply to the booking enquiry with accurate information							
	Performance criteria 15: Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate							
	Performance criteria 16: Invite your customers to make a booking where possible and take and record their details correctly							
Minimum	Performance criteria 17: Allow for customer needs and requirements and follow organisation procedures accordingly							
Evidence Required	Performance criteria 18: Deal with any confirmations, cancellations and amendments according to organizational procedures and requirements							
rtequired	Performance criteria 19: Collect up to date information on rates, deals and third- party rules where applicable							
	Performance criteria 20: Identify, check and follow up unconfirmed bookings in the booking system							
	Performance criteria 21: Maintain records of all bookings in line with your organisation's procedures							
	Performance criteria 22: Correctly identify customer requirements							
	Performance criteria 23: Retrieve any customer booking details from the booking system and check them with the customer							
	Performance criteria 24: Offer alternatives for any services that are not available as requested							

Performance criteria 21: Complete the registration document correctly

Performance criteria 22: Give accurate information which meets customer needs Performance criteria 23: Promote the services and facilities of your organization

when appropriate

Performance criteria 24: Pass on customer details to the relevant departments in

line with organisation's procedures

Performance criteria 25: Enter charges regularly and accurately against customer

accounts in the account system

Performance criteria 26: Record any account adjustments accurately against

customer accounts

Performance criteria 27: File and store account documents correctly at all times

Performance criteria 28: Complete customer accounts for the customer

Performance criteria 29: Make sure customer accounts cannot be accessed by

unauthorized people

Performance criteria 30: Ensure that customers are aware of the cost breakdown

of chosen services and the final total amount to be paid

Performance criteria 31: Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached

Performance criteria 32: Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits

Performance criteria 33: Use correct procedures to maintain confidentiality of customers' purchases and payment information

Performance criteria 34: Issue receipts and store payments so that all internal

payment records are competed accurately

Performance criteria 35: Follow the organisation's procedures for issuing receipts

and storing payments

Performance criteria 36: Check customer account details and request payment as

required

Performance criteria 37: Complete documentation and deal with it using the correct

account or booking system

Performance criteria 38: Complete all other procedures for customer departures
Performance criteria 39: Record customer comments, complaints and suggestions

and feed them back to the appropriate person or department

Performance criteria 40: Promote establishment services and facilities as

appropriate

Assessment Task 3

Performance criteria 7: Ensure that change given for cash payments is accurate

Performance criteria 8: Maintain the security of cash and other payments
Performance criteria 9: Provide customers with legible and accurate receipts
Performance criteria 10: Ensure that all payments are stored securely and

protected

Performance criteria 11: Prepare documents and other necessary items before the

customer departs

Performance criteria 12: Present the account to the customer for confirmation

Assessment Task 4

Assessment Task 5

Portfolios required at the time of assessment (if any) for
Performance criteria 1 for the evaluation of portfolio
Performance criteria 2 for the evaluation of portfolio
Performance criteria 3 for the evaluation of portfolio

Candidate Details	Name: Candidate Signature:	C
Assessment Outcome	COMPETENT Name of the Assessor: Signature of the Assessor:	NOT YET COMPETENT Assessor's code:

Assessment Summary (to be filled by the assessor)									
Activity	Method					Result			
Nature of Activity	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent		
Practical Skill Demonstration			✓		✓				
Knowledge Assessment	✓	✓							
Other Requirement				✓					

Each	Assessment Task (with performance crite	eria)			
	ssment Task 1	Description of			
	le room reservation (Confirm, cancel mend bookings)	Identify the cor by following up			cancelation of reservations
During follow	g the practical assessment, candidate dering:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Deal with booking of following organisational procedures accord of enquiry				
2	Performance criteria 2: Reply to the bookin accurate information	ng enquiry with			
3	Performance criteria 3: Take the opportuni products and services within the communic the customer where possible and appropria				
4	Performance criteria 4: Invite your custome booking where possible and take and recording correctly				
5	Performance criteria 5: Allow for custo requirements and follow organisation paccordingly				
6	Performance criteria 6: Deal with any conficencellations and amendments according to procedures and requirements				
7	Performance criteria 7: Collect up to date in rates, deals and third-party rules where ap				
8	Performance criteria 8: Identify, check and unconfirmed bookings in the booking syste				
9	Performance criteria 9: Maintain record bookings in line with your organisation				
10	Performance criteria 10: Correctly identify or requirements				
11	Performance criteria 11: Retrieve any custo details from the booking system and check customer				
12	Performance criteria 12: Offer alternatives that are not available as requested	for any services			
	•			•	•

Not Yet Competent \square

Competent □

Handle check in and checkout of guests

Description of assessment task 2

Follow the checkin and checkout procedure as organizational standard

	organizational standard							
During followin	the practical assessment, candidate demonstrated the g:	Yes	No	Remarks				
1	Performance criteria 1: Complete the registration document correctly							
2	Performance criteria 2: Give accurate information which meets customer needs							
3	Performance criteria 3: Promote the services and facilities of your organisation when appropriate							
4	Performance criteria 4: Pass on customer details to the relevant departments in line with organisation's procedures							
5	Performance criteria 5: Enter charges regularly and accurately against customer accounts in the account system							
6	Performance criteria 6: Record any account adjustments accurately against customer accounts							
7	Performance criteria 7: File and store account documents correctly at all times							
8	Performance criteria 8: Complete customer accounts for the customer							
9	Performance criteria 9: Make sure customer accounts cannot be accessed by unauthorised people							
10	Performance criteria 10: Ensure that customers are aware of the cost breakdown of chosen services and the final total amount to be paid							
11	Performance criteria 11: Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached							
12	Performance criteria 12: Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits							
13	Performance criteria 13: Use correct procedures to maintain confidentiality of customers' purchases and payment information							
14	Performance criteria 14: Issue receipts and store payments so that all internal payment records are competed accurately							
15	Performance criteria 15: Follow the organisation's procedures for issuing receipts and storing							
16	Performance criteria 16: Check customer account details and request payment as required							
17	Performance criteria 17: Complete documentation and deal with it using the correct account or booking system							
18	Performance criteria 18: Complete all other procedures for customer departures							
19	Performance criteria 19: Record customer comments, complaints and suggestions and feed them back to the							

	appropriate person or department				
20	Performance criteria 20: Promote esta services and facilities as appropriate				
Compe	etent	Not Yet Compe	etent 🗆		
Assess	sment Task 3	Description of	f asses	sment	task 3
Prepare	e and maintain guest billing	Confirm the pa time of prepari		with of	ther departments at the
During followin	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Ensure that change payments is accurate	e given for cash			
2	Performance criteria 2: Maintain the securi other payments				
3	Performance criteria 3: Provide customers accurate receipts				
4	Performance criteria 4: Ensure that all pay securely and protected				
5	Performance criteria 5: Prepare documents necessary items before the customer department.				
6	Performance criteria 6: Present the accour customer for confirmation	nt to the			
Compe	etent	Not Yet Compe	etent 🗆		
Assess	sment Task 4	Description of assessment task 4			sk 4
During the practical assessment, candidate demonstrated the following:			Yes	No	Remarks
1	Performance criteria 1:				
2	Performance criteria 2:				
3	Performance criteria 3:				
4					
Compe	etent 🗆	Not Yet Compe	etent 🗆		

Portfolio (if any)				Description of portfolio				
Curren	t 🗆	Sufficient	Authenti	c 🗆	Valid			Reliable
Portfolio meet the following performance standa			ards:		Yes	No	Remarks	
1	Perform	ance criteria 1						
2	Performance criteria 2							
3	Performance criteria 3							
4								
Competent □			Not Yet Competent □					

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