

HOSPITALITY EXPERT



ASSESSMENT PACKAGE
National Vocational Certificate Level 3

Version 1 - November, 2019

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Document Version

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Islamabad, Pakistan

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ASSESSMENT PACKAGE
National Vocational Certificate Level 3

Version 1 - November, 2019

Title of Qualification: Hospitality Expert	CS Code:	Level: 3	Version: 1
Competency Standard Title: Co-ordinate the operation of the work area	Assessment Date (DD/MM/YY): Time Duration: 1:00 hour		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard A 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</p> <p>1. Assessment Task 1: Ensure professional operational work standards are maintained throughout the work area and on completion of shift</p> <p>2. Assessment Task 2: Manage the work area's requisition requirements, work area and equipment</p> <p>3. Assessment Task 3: Support the work area's head of department</p> <p>And complete:</p> <p>4. Knowledge assessment test (Written or Oral)</p> <p>5. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Verify that associates maintain personal hygiene and wear appropriate uniform throughout shift</p> <p>Performance criteria 2: Verify that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift</p> <p>Performance criteria 3: Verify that associates know and understand how to respond to hazards, accidents and emergencies</p> <p>Performance criteria 4: Verify waste is properly managed</p> <p>.....</p> <p>Assessment Task 2</p> <p>Performance criteria 1: Verify current stock of requisition requirements available in different departments</p> <p>Performance criteria 2: Make requisition sheet to obtain appropriate amounts of requisition requirements from store</p> <p>Performance criteria 3: Make sure stock control systems manage at specific levels</p> <p>Performance criteria 4: Maintain the condition of work areas and equipment</p> <p>Performance criteria 5: Verify that equipment is being used correctly and efficiently by associates</p> <p>Performance criteria 6: Verify that specific items of equipment are maintained, calibrated or replaced as required</p> <p>Performance criteria 7: Ensure corrective action take where required to improve the safety of work areas</p> <p>.....</p>

	Assessment Task 3 Performance criteria 1: Debate methods of communication with the Head of department Performance criteria 2: Ensure daily and medium-term areas for delegated responsibilities Performance criteria 3: Provide training and inspections Performance criteria 4: Approved the required training by properly signed off by head of department
	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

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

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 criteria)

Assessment Task 1	Description of assessment task 1
Ensure professional operational work standards are maintained throughout the work area and on completion of shift	Maintain organizational standards and personal hygiene is being followed by the team throughout the shift at work area

During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Verify that associates maintain personal hygiene and wear appropriate uniform throughout shift			
2	Performance criteria 2: Verify that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift			
3	Performance criteria 3: Verify that associates know and understand how to respond to hazards, accidents and emergencies			
4	Performance criteria 4: Verify waste is properly managed			

Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>
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Assessment Task 2 Manage the work area's requisition requirements, work area and equipment		Description of assessment task 2 Maintain the inventory level at the work area by following proper requisitions for the record		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Verify current stock of requisition requirements available in different departments			
2	Performance criteria 2: Make requisition sheet to obtain appropriate amounts of requisition requirements from store			
3	Performance criteria 3: Make sure stock control systems manage at specific levels			
4	Performance criteria 4: Maintain the condition of work areas and equipment			
5	Performance criteria 5: Verify that equipment is being used correctly and efficiently by associates			
6	Performance criteria 6: Verify that specific items of equipment are maintained, calibrated or replaced as required			
7	Performance criteria 7: Ensure corrective action take where required to improve the safety of work areas			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Support the work area's head of department		Description of assessment task 3 Provide proper training to the staff for better communication with the head of department		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Debate methods of communication with the Head of department			
2	Performance criteria 2: Ensure daily and medium-term areas for delegated responsibilities			
3	Performance criteria 3: Provide training and inspections			
4	Performance criteria 4: Approved the required training by properly signed off by Head of department			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 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			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 3	Version: 1
Competency Standard Title: Supervise operations in the work area	Assessment Date (DD/MM/YY): Time Duration: 1:00 hour		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard B To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Supervise operations in the work area</p> <p>6. Assessment Task 1: Supervise preparation of the work area for operations 7. Assessment Task 2: Supervise the operation of the work area 8. Assessment Task 3: Manage communications between the work area and other departments 9. Assessment Task 4: Ensure health and safety practices are followed by work area operatives</p> <p>And complete: 10. Knowledge assessment test (Written or Oral) 11. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Supervise & Make sure preparations are carried out in good time to allow the scheduled service to be provided Performance criteria 2: Make sure that professional work standards are maintained throughout the shift Performance criteria 3: Deal with problems that may affect the standard of service Performance criteria 4: Maintain and monitor the cleaning programme</p> <p>.....</p>
	<p>Assessment Task 2</p> <p>Performance criteria 1: Co-ordinate & monitor the operation of the work area to ensure that guests needs Performance criteria 2: Identify and resolve any problems with service Performance criteria 3: Manage the service log on a daily basis</p> <p>.....</p>
	<p>Assessment Task 3</p> <p>Performance criteria 1: Agree with other department heads the most appropriate written, verbal and social media methods of communicating different types of information Performance criteria 2: Ensure that agreed methods of communication are used clearly Performance criteria 3: Ensure that other departments have the opportunity to ask questions and check their understanding Performance criteria 4: Present a positive image of own self and work area</p> <p>.....</p>

	<p>Assessment Task 4</p> <p>Performance criteria 1: Ensure that all associates are aware of and follow health and safety requirements in line with organizational requirements</p> <p>Performance criteria 2: Ensure that associates follow safe working practices at all times</p> <p>Performance criteria 3: Ensure that associates identify any hazards or potential hazards and deal with these correctly</p> <p>Performance criteria 4: Ensure that associates report any accidents or near accidents quickly and accurately to the proper person</p> <p>Performance criteria 5: Ensure that associates practice emergency and security procedures correctly</p> <p>Performance criteria 6: Complete records as required to demonstrate that section team follows health and safety requirements</p> <p>.....</p> <p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>
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Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

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 criteria)							
Assessment Task 1 Supervise preparation of the work area for operations			Description of assessment task 1 Maintain organizational standards at the work area to supervise the preparation				
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Supervise & Make sure preparations are carried out in good time to allow the scheduled service to be provided						
2	Performance criteria 2: Make sure that professional work standards are maintained throughout the shift						
3	Performance criteria 3: Deal with problems that may affect the standard of service						
4	Performance criteria 4: Maintain and monitor the cleaning programme						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

Assessment Task 2 Supervise the operation of the work area		Description of assessment task 2 Team work required at work area to ensure guest needs		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Co-ordinate & monitor the operation of the work area to ensure that guests needs			
2	Performance criteria 2: Identify and resolve any problems with service			
3	Performance criteria 3: Manage the service log on a daily basis			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Manage communications between the work area and other departments		Description of assessment task 3 Development of skills to manage communication within all the departments at the work area		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Agree with other department heads the most appropriate written, verbal and social media methods of communicating different types of information			
2	Performance criteria 2: Ensure that agreed methods of communication are used clearly			
3	Performance criteria 3: Ensure that other departments have the opportunity to ask questions and check their understanding			
4	Performance criteria 4: Present a positive image of own self and work area			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4 Ensure health and safety practices are followed by work area operatives		Description of assessment task 4 Health and safety practices are being followed as per organizational standards to have a safe working environment		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure that all associates are aware of and follow health and safety requirements in line with organizational requirements			
2	Performance criteria 2: Ensure that associates follow safe working practices at all times			
3	Performance criteria 3: Ensure that associates identify any hazards or potential hazards and deal with these correctly			
4	Performance criteria 4: Ensure that associates report any accidents or near accidents quickly and accurately to the proper person			
5	Performance criteria 5: Ensure that associates practice emergency and security procedures correctly			
6	Performance criteria 6: Complete records as required to demonstrate that section team follows health and safety requirements			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality expert	CS Code:	Level: 3	Version: 1
Competency Standard Title: Supervise hospitality events	Assessment Date (DD/MM/YY): Time Duration:		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard C To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Supervise hospitality events</p> <p>12. Assessment Task 1: Understand the importance of planning hospitality events</p> <p>13. Assessment Task 2: Understand how to supervise events</p> <p>14. Assessment Task 3: Plan and supervise banquet event</p> <p>And complete:</p> <p>15. Knowledge assessment test (Written or Oral)</p> <p>16. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Explain the health and safety and legislative requirements relevant to hospitality events</p> <p>Performance criteria 2: Explain the importance of assessing the impact that the event is likely to have on others</p> <p>Performance criteria 3: Identify the information required to plan different types of events</p> <p>Performance criteria 4: Explain how to deal with additional requirements for different client groups</p> <p>Performance criteria 5: Explain the importance of obtaining reliable sources of information</p> <p>Performance criteria 6: Explain the importance of briefing staff prior to the event and after the event</p> <p>Performance criteria 7: Explain how to ensure the products and services available support a variety of events</p> <p>Performance criteria 8: Explain how to ensure appropriate management of contractors likely to be employed for events</p> <p>Performance criteria 9: Explain how to carry out a risk assessment of the premises</p> <p>.....</p>

	<p>Assessment Task 2</p> <p>Performance criteria 1: Explain how to monitor the event</p> <p>Performance criteria 2: Explain how to carry out an inspection of equipment used during events</p> <p>Performance criteria 3: Explain how information about the event should be communicated to guests and staff</p> <p>Performance criteria 4: Explain the importance of communicating with the organizer of the event</p> <p>Performance criteria 5: Explain the legislative requirements relevant to the clearing of the venue where the event is being held</p> <p>Performance criteria 6: Explain how to deal with problems that may arise during and after an event</p> <p>.....</p>
	<p>Assessment Task 3</p> <p>Performance criteria 1: Ensure equipment and materials needed for the event are available to the staff that will need to use them</p> <p>Performance criteria 2: Inspect the event venue to ensure that it has been prepared as agreed</p> <p>Performance criteria 3: Communicate the legal requirements of the event to guests and staff</p> <p>Performance criteria 4: Liaise with relevant people before, during and after the event</p> <p>Performance criteria 5: Monitor the event to ensure that it is running to plan</p> <p>Performance criteria 6: Record relevant information about the event</p> <p>.....</p>
	<p>Assessment Task 4</p> <p>Performance Criteria 1:</p> <p>Performance Criteria 2:</p> <p>Performance Criteria 3:</p> <p>.....</p>
	<p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

Continued on following page

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

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 criteria)							

Assessment Task 1 Understand the importance of planning hospitality events		Description of assessment task 1 event management team importance to conduct hospitality event as per the guest requirement		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Explain the health and safety and legislative requirements relevant to hospitality events			
2	Performance criteria 2: Explain the importance of assessing the impact that the event is likely to have on others			
3	Performance criteria 3: Identify the information required to plan different types of events			
4	Performance criteria 4: Explain how to deal with additional requirements for different client groups			
5	Performance criteria 5: Explain the importance of obtaining reliable sources of information			
6	Performance criteria 6: Explain the importance of briefing staff prior to the event and after the event			
7	Performance criteria 7: Explain how to ensure the products and services available support a variety of events			
8	Performance criteria 8: Explain how to ensure appropriate management of contractors likely to be employed for events			
9	Performance criteria 9: Explain how to carry out a risk assessment of the premises			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2 Understand how to supervise events		Description of assessment task 2 Supervise the event in coordination with the guest to meet the expectations		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Explain how to monitor the event			
2	Performance criteria 2: Explain how to carry out an inspection of equipment used during events			
3	Performance criteria 3: Explain how information about the event should be communicated to guests and staff			
4	Performance criteria 4: Explain the importance of communicating with the organizer of the event			
5	Performance criteria 5: Explain the legislative requirements relevant to the clearing of the venue where the event is being held			
6	Performance criteria 6: Explain how to deal with problems that may arise during and after an event			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Plan and supervise banquet event		Description of assessment task 3 Planning the event venue and communicate with other team members for the requirements		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure equipment and materials needed for the event are available to the staff that will need to use them			
2	Performance criteria 2: Inspect the event venue to ensure that it has been prepared as agreed			
3	Performance criteria 3: Communicate the legal requirements of the event to guests and staff			
4	Performance criteria 4: Liaise with relevant people before, during and after the event			
5	Performance criteria 5: Monitor the event to ensure that it is running to plan			
6	Performance criteria 6: Record relevant information about the event			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 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			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality expert	CS Code:	Level: 3	Version: 1
Competency Standard Title: Supervise hospitality events	Assessment Date (DD/MM/YY): Time Duration:		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>Competency Standard D To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): Supervise hospitality events</p> <p>17. Assessment Task 1: Understand the importance of planning hospitality events 18. Assessment Task 2: Understand how to supervise events 19. Assessment Task 3: Plan and supervise banquet event And complete: 20. Knowledge assessment test (Written or Oral) 21. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 10: Explain the health and safety and legislative requirements relevant to hospitality events Performance criteria 11: Explain the importance of assessing the impact that the event is likely to have on others Performance criteria 12: Identify the information required to plan different types of events Performance criteria 13: Explain how to deal with additional requirements for different client groups Performance criteria 14: Explain the importance of obtaining reliable sources of information Performance criteria 15: Explain the importance of briefing staff prior to the event and after the event Performance criteria 16: Explain how to ensure the products and services available support a variety of events Performance criteria 17: Explain how to ensure appropriate management of contractors likely to be employed for events Performance criteria 18: Explain how to carry out a risk assessment of the premises</p> <p>.....</p>

	<p>Assessment Task 2</p> <p>Performance criteria 7: Explain how to monitor the event</p> <p>Performance criteria 8: Explain how to carry out an inspection of equipment used during events</p> <p>Performance criteria 9: Explain how information about the event should be communicated to guests and staff</p> <p>Performance criteria 10: Explain the importance of communicating with the organizer of the event</p> <p>Performance criteria 11: Explain the legislative requirements relevant to the clearing of the venue where the event is being held</p> <p>Performance criteria 12: Explain how to deal with problems that may arise during and after an event</p> <p>.....</p>
	<p>Assessment Task 3</p> <p>Performance criteria 7: Ensure equipment and materials needed for the event are available to the staff that will need to use them</p> <p>Performance criteria 8: Inspect the event venue to ensure that it has been prepared as agreed</p> <p>Performance criteria 9: Communicate the legal requirements of the event to guests and staff</p> <p>Performance criteria 10: Liaise with relevant people before, during and after the event</p> <p>Performance criteria 11: Monitor the event to ensure that it is running to plan</p> <p>Performance criteria 12: Record relevant information about the event</p> <p>.....</p>
	<p>Assessment Task 4</p> <p>Performance Criteria 1:</p> <p>Performance Criteria 2:</p> <p>Performance Criteria 3:</p> <p>.....</p>
	<p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

Continued on following page

Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

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 criteria)							

Assessment Task 1 Understand the importance of planning hospitality events		Description of assessment task 1 event management team importance to conduct hospitality event as per the guest requirement		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Explain the health and safety and legislative requirements relevant to hospitality events			
2	Performance criteria 2: Explain the importance of assessing the impact that the event is likely to have on others			
3	Performance criteria 3: Identify the information required to plan different types of events			
4	Performance criteria 4: Explain how to deal with additional requirements for different client groups			
5	Performance criteria 5: Explain the importance of obtaining reliable sources of information			
6	Performance criteria 6: Explain the importance of briefing staff prior to the event and after the event			
7	Performance criteria 7: Explain how to ensure the products and services available support a variety of events			
8	Performance criteria 8: Explain how to ensure appropriate management of contractors likely to be employed for events			
9	Performance criteria 9: Explain how to carry out a risk assessment of the premises			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2 Understand how to supervise events		Description of assessment task 2 Supervise the event in coordination with the guest to meet the expectations		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Explain how to monitor the event			
2	Performance criteria 2: Explain how to carry out an inspection of equipment used during events			
3	Performance criteria 3: Explain how information about the event should be communicated to guests and staff			
4	Performance criteria 4: Explain the importance of communicating with the organizer of the event			
5	Performance criteria 5: Explain the legislative requirements relevant to the clearing of the venue where the event is being held			
6	Performance criteria 6: Explain how to deal with problems that may arise during and after an event			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Plan and supervise banquet event		Description of assessment task 3 Planning the event venue and communicate with other team members for the requirements		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure equipment and materials needed for the event are available to the staff that will need to use them			
2	Performance criteria 2: Inspect the event venue to ensure that it has been prepared as agreed			
3	Performance criteria 3: Communicate the legal requirements of the event to guests and staff			
4	Performance criteria 4: Liaise with relevant people before, during and after the event			
5	Performance criteria 5: Monitor the event to ensure that it is running to plan			
6	Performance criteria 6: Record relevant information about the event			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 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			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 3	Version: 1
Competency Standard Title: Identify and pursue new business opportunities in the hospitality sector	Assessment Date (DD/MM/YY): Time Duration: 2.5 hours		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	<p>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment):</p> <p>22. Assessment Task 1: Identify business opportunities in the hospitality sector</p> <p>23. Assessment Task 2: Develop the structure of the new hospitality business</p> <p>24. Assessment Task 3: Communicate the new hospitality business's services to guests</p> <p>25. Assessment Task 4: Negotiate arrangements for the new hospitality business</p> <p>And complete:</p> <p>26. Knowledge assessment test (Written or Oral)</p> <p>27. Portfolios at the time of assessment (if any)</p>
Minimum Evidence Required	<p>During a practical assessment, under observation by an assessor, you will complete:</p> <p>Assessment Task 1</p> <p>Performance criteria 1: Look for, and recognize, business opportunities in the hospitality sector Create hospitality business opportunities where they do not obviously exist</p> <p>Performance criteria 2: Quickly identify potential hospitality business developments and how they will affect the new business</p> <p>Performance criteria 3: Identify the additional benefits of potential hospitality business opportunities</p> <p>.....</p>
	<p>Assessment Task 2</p> <p>Performance criteria 1: Check what laws and other regulations will affect the new hospitality business</p> <p>Performance criteria 2: Work out what money needed to start the new hospitality business and keep it running</p> <p>Performance criteria 3: Identify own contribution to running the new hospitality business</p> <p>Performance criteria 4: Determine the staff needed for the new hospitality business</p> <p>Performance criteria 5: Sourcing suppliers for the new hospitality business</p> <p>Performance criteria 6: Decide how to use quality standards in the new hospitality business</p> <p>Performance criteria 7: Decide on the new hospitality business's policy for looking after guests</p> <p>Performance criteria 8: Investigate suitable premises for the new hospitality business</p> <p>Performance criteria 9: Decide how you will get equipment, tools and materials</p> <p>Performance criteria 10: Identifying other sources of support</p> <p>.....</p>

	<p>Assessment Task 3</p> <p>Performance criteria 1: Know the competition from other hospitality businesses and be able to explain to guests the advantages of own offer</p> <p>Performance criteria 2: Clearly define what products or services the new business delivers and make sure that it is presented to guests in a way they can relate to</p> <p>Performance criteria 3: Tell potential guests how the new hospitality business is aiming to meet their needs and about new developments</p> <p>Performance criteria 4: Check that the marketing strategy is based on an accurate understanding of potential guest's needs and preferences</p>
	<p>Assessment Task 4</p> <p>Performance criteria 1: Clearly explain the features of the arrangements that need to be made and the benefits to the other person or organisation</p> <p>Performance criteria 2: Think whether there is anything to negotiate on other than price</p> <p>Performance criteria 3: Negotiate arrangements calmly and effectively</p> <p>Performance criteria 4: Behave ethically throughout negotiations</p> <p>Performance criteria 5: Sign off arrangements so they are clear to all parties</p> <p>.....</p>
	<p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

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Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

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 criteria)			
Assessment Task 1		Description of assessment task 1	
Identify business opportunities in the hospitality sector		Within the hospitality industry Identify business opportunities, effects on business and additional potential for the brand itself	

During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Look for and recognize business opportunities in the hospitality sector Create hospitality business opportunities where they do not obviously exist			
2	Performance criteria 2: Quickly identify potential hospitality business developments and how they will affect the new business			
3	Performance criteria 3: Identify the additional benefits of potential hospitality business opportunities			
4			

Competent <input type="checkbox"/>	Not Yet Competent <input type="checkbox"/>
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Assessment Task 2 Develop the structure of the new hospitality business		Description of assessment task 2 Understand the external laws and regulations, business policies for running the business and sources for equipment, tool and supplies		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Check what laws and other regulations will affect the new hospitality business			
2	Performance criteria 2: Work out what money needed to start the new hospitality business and keep it running			
3	Performance criteria 3: Identify own contribution to running the new hospitality business			
4	Performance criteria 4: Determine the staff needed for the new hospitality business			
5	Performance criteria 5: Sourcing suppliers for the new hospitality business			
6	Performance criteria 6: Decide how to use quality standards in the new hospitality business			
7	Performance criteria 7: Decide on the new hospitality business's policy for looking after guests			
8	Performance criteria 8: Investigate suitable premises for the new hospitality business			
9	Performance criteria 9: Decide how you will get equipment, tools and materials			
10	Performance criteria 10: Identifying other sources of support			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3 Communicate the new hospitality business's services to guests		Description of assessment task 3 As per guest's need and preferences new developments within the industry should identify marketing strategy related to market competition		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Know the competition from other hospitality businesses and be able to explain to guests the advantages of own offer			
2	Performance criteria 2: Clearly define what products or services the new business delivers and make sure that it is presented to guests in a way they can relate to			
3	Performance criteria 3: Tell potential guests how the new hospitality business is aiming to meet their needs and about new developments			
4	Performance criteria 4: Check that the marketing strategy is based on an accurate understanding of potential guest's needs and preferences			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4 Negotiate arrangements for the new hospitality business		Description of assessment task 4 Understand the technique of negotiations, conduct negotiations with guests effectively, signoff agreed arrangement between business and the guest		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Clearly explain the features of the arrangements that need to be made and the benefits to the other person or organisation			
2	Performance criteria 2: Think whether there is anything to negotiate on other than price			
3	Performance criteria 3: Negotiate arrangements calmly and effectively			
4	Performance criteria 4: Behave ethically throughout negotiations			
5	Performance criteria 5: Sign off arrangements so they are clear to all parties			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Title of Qualification: Hospitality Expert	CS Code:	Level: 3	Version: 1
Competency Standard Title: G: Co-ordinate the operation of the work area H: Supervise operations in the work area I: Supervise hospitality events J: Identify and pursue new business opportunities in the hospitality sector K: Develop own skills and practice	Assessment Date (DD/MM/YY): Time Duration: 2:00 hours		

Candidate Details	Name: Registration/Roll Number:
Guidance for Candidate	Competency Standard E To meet this standard, you are required to complete the following within the given time frame (for practical demonstration & assessment): 28. Assessment Task 1: Perform hospitality Supervision (F&B, HK, FO) as per assessor instructions 29. Assessment Task 2: Manage a business opportunity in (F&B, FO, HK) as per assessor instructions And complete: 30. Knowledge assessment test (Written or Oral) 31. Portfolios at the time of assessment (if any)

Minimum Evidence Required	Assessment Task 1:	
	Performance criteria 1:	Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift
	Performance criteria 2:	Ensure that associates know and understand how to respond to hazards, accidents and emergencies
	Performance criteria 3:	Prepare requisition sheet to obtain appropriate amounts of requirements from store
	Performance criteria 4:	Use stock control systems to manage levels and usage of stock
	Performance criteria 5:	Take corrective action where required to improve the safety of work areas
	Performance criteria 6:	Deal with problems that may affect the standard of service
	Performance criteria 7:	Monitor service to ensure that guest needs are being met at all times
	Performance criteria 8:	Manage the service log on a daily basis
	Performance criteria 9:	Communicate appropriate information with other departments and make sure the communication has been delivered and received as intended
	Performance criteria 10:	Complete records as required to demonstrate that section team follows health and safety requirements
	Performance criteria 11:	Explain how to deal with additional requirements for different client groups
	Performance criteria 12:	Explain how to ensure appropriate management of contractors likely to be employed for events
	Performance criteria 13:	Explain how to carry out a risk assessment of the premises
	Performance criteria 14:	Ensure preparations are carried out in good time to allow the scheduled service to be provided
	Performance criteria 15:	Ensure that professional work standards are maintained throughout the shift
	Performance criteria 16:	Deal with problems that may affect the standard of service
	Performance criteria 17:	Know the competition from other hospitality businesses and be able to explain to guests the advantages of own offer
	Performance criteria 18:	Negotiate arrangements calmly and effectively
	Performance criteria 19:	Address internal and external constraints that impact on own practice
Performance criteria 20:	Review and evaluate own skills, knowledge and career development practice against current performance requirements	

	<p>Assessment Task 2</p> <p>Performance criteria 1: Explain the health and safety and legislative requirements relevant to hospitality events</p> <p>Performance criteria 2: Explain the importance of assessing the impact that the event is likely to have on others</p> <p>Performance criteria 3: Explain the importance of briefing staff prior to the event and after the event</p> <p>Performance criteria 4: Explain how to ensure the products and services available support a variety of events</p> <p>Performance criteria 5: Explain how to ensure appropriate management of contractors likely to be employed for events</p> <p>Performance criteria 6: Look for, and recognise, business opportunities in the hospitality sector</p> <p>Performance criteria 7: Create hospitality business opportunities where they do not obviously exist</p> <p>Performance criteria 8: Quickly identify potential hospitality business developments and how they will affect the new business</p> <p>Performance criteria 9: Identify the additional benefits of potential hospitality business opportunities</p> <p>Performance criteria 10: Check what laws and other regulations will affect the new hospitality business</p> <p>Performance criteria 11: Work out what money needed to start the new hospitality business and keep it running</p> <p>Performance criteria 12: Identify own contribution to running the new hospitality business</p> <p>Performance criteria 13: Determine the staff needed for the new hospitality business</p> <p>Performance criteria 14: Tell potential guests how the new hospitality business is aiming to meet their needs and about new developments</p> <p>Performance criteria 15: Identify obstacles to effective teamwork</p> <p>.....</p>
	<p>Portfolios required at the time of assessment (if any) for</p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

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Assessors Judgment Guide (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: Registration/Roll Number: Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: Assessor's code: Signature of the Assessor:.....

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 criteria)				
Assessment Task 1 Perform hospitality Supervision (F&B, HK, FO) as per assessor instructions		Description of assessment task 1 Supervise the shift to make sure they are working effectively, prepare requisitions by the help of system		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift			
2	Performance criteria 2: Ensure that associates know and understand how to respond to hazards, accidents and emergencies			
3	Performance criteria 3: Prepare requisition sheet to obtain appropriate amounts of requirements from store			
4	Performance criteria 4: Use stock control systems to manage levels and usage of stock			
5	Performance criteria 5: Take corrective action where required to improve the safety of work areas			
6	Performance criteria 6: Deal with problems that may affect the standard of service			
7	Performance criteria 7: Monitor service to ensure that guest needs are being met at all times			
8	Performance criteria 8: Manage the service log on a daily basis			
9	Performance criteria 9: Communicate appropriate information with other departments and make sure the communication has been delivered and received as intended			
10	Performance criteria 10: Complete records as required to demonstrate that section team follows health and safety requirements			
11	Performance criteria 11: Explain how to deal with additional requirements for different client groups			
12	Performance criteria 12: Explain how to ensure appropriate management of contractors likely to be employed for events			
13	Performance criteria 13: Explain how to carry out a risk assessment of the premises			
14	Performance criteria 14: Ensure preparations are carried out in good time to allow the scheduled service to be provided			
15	Performance criteria 15: Ensure that professional work standards are maintained throughout the shift			
16	Performance criteria 16: Deal with problems that may affect the standard of service			
17	Performance criteria 17: Know the competition from other hospitality businesses and be able to explain to guests the advantages of own offer			
18	Performance criteria 18: Negotiate arrangements calmly and effectively			
19	Performance criteria 19: Address internal and external			

	constraints that impact on own practice			
20	Performance criteria 20: Review and evaluate own skills, knowledge and career development practice against current performance requirements			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 2 Manage a business opportunity in (F&B, FO, HK) as per assessor instructions		Description of assessment task 2 Recognize and identify potential of new business opportunities in food and beverage sector, determine the new staff opportunities in front office and housekeeping department		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Explain the health and safety and legislative requirements relevant to hospitality events			
2	Performance criteria 2: Explain the importance of assessing the impact that the event is likely to have on others			
3	Performance criteria 3: Explain the importance of briefing staff prior to the event and after the event			
4	Performance criteria 4: Explain how to ensure the products and services available support a variety of events			
5	Performance criteria 5: Explain how to ensure appropriate management of contractors likely to be employed for events			
6	Performance criteria 6: Look for, and recognise, business opportunities in the hospitality sector			
7	Performance criteria 7: Create hospitality business opportunities where they do not obviously exist			
8	Performance criteria 8: Quickly identify potential hospitality business developments and how they will affect the new business			
9	Performance criteria 9: Identify the additional benefits of potential hospitality business opportunities			
10	Performance criteria 10: Check what laws and other regulations will affect the new hospitality business			
11	Performance criteria 11: Work out what money needed to start the new hospitality business and keep it running			
12	Performance criteria 12: Identify own contribution to running the new hospitality business			
13	Performance criteria 13: Determine the staff needed for the new hospitality business			
14	Performance criteria 14: Tell potential guests how the new hospitality business is aiming to meet their needs and about new developments			
15	Performance criteria 15: Identify obstacles to effective teamwork			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 3		Description of assessment task 3		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1:			
2	Performance criteria 2:			
3	Performance criteria 3:			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Assessment Task 4		Description of assessment task 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			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/> Sufficient <input type="checkbox"/> Authentic <input type="checkbox"/> Valid <input type="checkbox"/> Reliable <input type="checkbox"/>				
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

