













# HOSPITALITY EXPERT



## ASSESSMENT PACKAGE

National Vocational Certificate Level 3

Version 1 - November, 2019





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## HOSPITALITY EXPERT



## ASSESSMENT PACKAGE

National Vocational Certificate Level 3

Version 1 - November, 2019

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

Candidate Details	Name:	
	Registration/Roll Number:	
	complete the following within th	et this standard, you are required to e given time frame (for practical Co-ordinate the operation of the work area
Guidance		professional operational work standards are area and on completion of shift
for Candidate	<ol> <li>Assessment Task 2: Manage work area and equipment</li> </ol>	the work area's requisition requirements,
	3. Assessment Task 3: Support	the work area's head of department
	And complete:	
	<ol> <li>Knowledge assessment test</li> <li>Portfolios at the time of asses</li> </ol>	
	During a practical assessment, unde complete:	r observation by an assessor, you will
	Assessment Task 1	
	Performance criteria 1: Verify the wear appropriate uniform througho	nat associates maintain personal hygiene and ut shift
		nat associates work effectively as part of a efficiently with each other throughout shift
	Performance criteria 3: Verify th respond to hazards, accidents and	nat associates know and understand how to emergencies
	Performance criteria 4: Verify	waste is properly managed
	Assessment Task 2	
Minimum Evidence	Performance criteria 1: Verify c in different departments	urrent stock of requisition requirements available
Required	Performance criteria 2: Make re requisition requirements from store	equisition sheet to obtain appropriate amounts of
	Performance criteria 3: Make su levels	ure stock control systems manage at specific
	Performance criteria 4: Maintai	n the condition of work areas and equipment
	Performance criteria 5: Verify th efficiently by associates	nat equipment is being used correctly and
	Performance criteria 6: Verify th calibrated or replaced as required	nat specific items of equipment are maintained,
	Performance criteria 7: Ensure improve the safety of work area	corrective action take where required to s

Assessment Task	
Performance crite department	a 1: Debate methods of communication with the Head of
Performance crite responsibilitie	
Performance crite	a 3: Provide training and inspections
Performance cri off by head	eria 4: Approved the required training by properly signed f department
Portfolios required	at the time of assessment (if any) for
Performanc	criteria 1 for the evaluation of portfolio
	anitania O fan tha analystian of nortfalia
Performanc	criteria 2 for the evaluation of portfolio
	criteria 2 for the evaluation of portfolio

Candidate Details	Name:	C C
Assessment Outcome	COMPETENT  Name of the Assessor: Signature of the Assessor:	NOT YET COMPETENT 🗖

	Assessm	ent Su	mmar	ry (to be	filled b	by the a	assess	or)	
	Activity			Method	ł			Res	sult
Nature	of Activity	Written	Oral Observation Portfolio Role Play Competent					Not Yet Competent	
Practic	al Skill Demonstration			~		~			
Knowle	edge Assessment	~	~						
Other F	Requirement								
Each A	ssessment Task (with perfo	ormance	e crite	ria)					
Ensure standar work ar	sment Task 1 professional operational w rds are maintained through rea and on completion of sh the practical assessment, o	out the hift	ut the is being followed ft work area			al stanc	lards and p		
1	Performance criteria 1: Ve maintain personal hygiene uniform throughout shift								
2	Performance criteria 2: Ve effectively as part of a hos communicate efficiently w shift	spitality	team	and					
3	Performance criteria 3: Ve and understand how to re accidents and emergencie	spond t	spond to hazards,						
4	Performance criteria 4: Ve managed	erify wa	ste is	properly					
Compe	tent			Not Yet	Compe	tent 🛛			

Manag	Assessment Task 2Description ofManage the work area's requisition requirements, work area and equipmentMaintain the inv following proper		ventory	/ level a	at the work area by
During followir	the practical assessment, candidate de ng:	monstrated the	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 correct where required to improve the safety c				
Compe	etent 🗆	Not Yet Compe	etent 🛛	•	·

	Assessment Task 3Description ofSupport the work area's head of departmentProvide proper communication		trainin	g to the	staff for better
	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				
Compe	Competent D Not Yet Compe		tent 🛛		

Assessment Task 4 Description of a		assessr	nent ta	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	tent 🛛		

Portfol	io (if any)		Descrip	tion of	portfolic	)	
Curren	t 🗆 Sufficient 🗆	Authentic		Valid			Reliable
Portfol	io meet the following perforn	nance stand	ards:		Yes	No	Remarks
1	Performance criteria 1						
2	Performance criteria 2						
3	Performance criteria 3						
4							
Compe	etent 🗆		Not Yet	Compe	etent 🗆		

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

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): Supervise operations in the work area
Guidance for Candidate	<ol> <li>Assessment Task 1: Supervise preparation of the work area for operations</li> <li>Assessment Task 2: Supervise the operation of the work area</li> <li>Assessment Task 3: Manage communications between the work area and other departments</li> <li>Assessment Task 4:Ensure health and safety practices are followed by work area operatives</li> </ol>
	And complete:
	10. Knowledge assessment test (Written or Oral) 11. 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: 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
	Assessment Task 2
Minimum Evidence	Performance criteria 1: Co-ordinate & monitor the operation of the work area to ensure that guests needs
Required	Performance criteria 2: Identify and resolve any problems with service
	Performance criteria 3: Manage the service log on a daily basis
	Assessment Task 3
	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

Assessment Task 4	
Performance criteria 1 and safety require	: Ensure that all associates are aware of and follow health ements in line with organizational requirements
Performance criteria 2 times	2: Ensure that associates follow safe working practices at a
Performance criteria 3 hazards and deal	Ensure that associates identify any hazards or potential with these correctly
Performance criteria 4 accidents quickly	Ensure that associates report any accidents or near and accurately to the proper person
Performance criteria 5 procedures correc	
Performance criteria section team fol	a 6: Complete records as required to demonstrate that llows health and safety requirements
Portfolios required at t	the time of assessment (if any) for
Performance cri	iteria 1 for the evaluation of portfolio
Performance cri	iteria 2 for the evaluation of portfolio
Performance cri	iteria 3 for the evaluation of portfolio

Candidate Details	Name:	C C
Assessment Outcome	COMPETENT  Name of the Assessor: Signature of the Assessor:	NOT YET COMPETENT 🗖

	Assessment Summary (to be filled by the assessor)								
Activity M			Method	Method			Re	Result	
Nature of Activity		Written	Oral	Observation	Portfolio	Role Play		Competent	Not Yet Competent
Practic	al Skill Demonstration			✓		~			
Knowle	edge Assessment	~	✓						
Other I	Requirement								
Each A	Assessment Task (with perfo	ormance	e crite	eria)					
Assessment Task 1Description ofSupervise preparation of the work area for operationsMaintain organ supervise the pDuring the practical assessment, candidate demonstrated the					ization prepara	al stand tion	dards at the	work area to	
followin	•					Yes	No	Remarks	
1	Performance criteria 1: Su preparations are carried o scheduled service to be pr	ut in go			w the				
2	Performance criteria 2: Ma work standards are mainta								
3	Performance criteria 3: Deal with problems that may affect the standard of service							]	
4	4 Performance criteria 4: Maintain and monitor the cleaning programme								
Compe	etent 🛛			Not Yet	Compe	tent 🛛	•		

Assessment Task 2 Supervise the operation of the work area		<b>Description of assessment task 2</b> 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 with service	e any problems			
3	Performance criteria 3: Manage the service log on a daily basis				
4					
Competent		Not Yet Compe	tent 🛛		

Assessment Task 3 Manage communications between the work area and other departments		<b>Description of assessment task 3</b> 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 communication are used clearly	I methods of			
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				
Compe	Competent		tent 🛛		

Ensure	sment Task 4 e health and safety practices are ed by work area operatives	Health and safe	<b>Description of assessment task 4</b> Health and safety practices are being followed as per organizational standards to have a safe working environment		
During followir	the practical assessment, candidate der ng:	monstrated the	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 ass safe working practices at all times	sociates follow			
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	5 Performance criteria 5: Ensure that associates practice emergency and security procedures correctly				
<ul> <li>Performance criteria 6: Complete records as required</li> <li>to demonstrate that section team follows health and</li> <li>safety requirements</li> </ul>					
Compe	Competent  Not Yet Compe		etent 🛛		

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

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

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): Supervise hospitality events							
Guidance for Candidate	events							
	During a practical assessment, under observation by an assessor, you will complete:							
	Assessment Task 1							
	Performance criteria 1: Explain the health and safety and legislative requirements relevant to hospitality events							
	Performance criteria 2: Explain the importance of assessing the impact that the event is likely to have on others							
	Performance criteria 3: Identify the information required to plan different types of events							
Minimum	Performance criteria 4: Explain how to deal with additional requirements for different client groups							
Evidence Required	Performance criteria 5: Explain the importance of obtaining reliable sources of information							
	Performance criteria 6: Explain the importance of briefing staff prior to the event and after the event							
	Performance criteria 7: Explain how to ensure the products and services available support a variety of events							
	Performance criteria 8: Explain how to ensure appropriate management of contractors likely to be employed for events							
	Performance criteria 9: Explain how to carry out a risk assessment of the premises							
1	<u>1</u>							

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

Candidate Details	Name:	C C
Assessment Outcome	COMPETENT  Name of the Assessor: Signature of the Assessor:	NOT YET COMPETENT 🗖

Assessment Summary (to be filled by the assessor)								
Activity			Method	ł		Re	sult	
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)								

Asses	Assessment Task 1		Description of assessment task 1			
	stand the importance of planning ality events		event management team importance to conduct hospitality event as per the guest requirement			
During followi	the practical assessment, candidate deing:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1: Explain the hea and legislative requirements relevant to events					
2	Performance criteria 2: Explain the imp assessing the impact that the event is on others					
3	Performance criteria 3: Identify the info required to plan different types of even					
4	Performance criteria 4: Explain how to additional requirements for different cli					
5	Performance criteria 5: Explain the important obtaining reliable sources of information					
6	Performance criteria 6: Explain the imp briefing staff prior to the event and after					
7	Performance criteria 7: Explain how to ensure the products and services available support a variety of events					
8	<ul> <li>Performance criteria 8: Explain how to ensure</li> <li>appropriate management of contractors likely to be employed for events</li> </ul>					
9	Performance criteria 9: Explain how to carry out a risk assessment of the premises					
Compe	etent 🗆	Not Yet Compe	tent 🛛			

	sment Task 2 stand how to supervise events	<b>Description of assessment task 2</b> Supervise the event in coordination with the guest to meet the expectations			
During followir	the practical assessment, candidate derng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Explain how to event	monitor the			
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				
Compe	etent 🗆	Not Yet Compe	tent 🛛		

	sment Task 3 nd supervise banquet event	<b>Description of assessment task 3</b> Planning the event venue and communicate with other team members for the requirements			
During followir	the practical assessment, candidate de ng:	monstrated the	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 D Not Yet Compe		tent 🛛	•	•	

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		Not Yet Competent 🗖			

Portfolio (if any)			Descrip	tion of I	portfolic	)		
Curren	t 🛛	Sufficient	Authentio		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	Compe	etent 🗆			

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

Candidate Details	Name:						
	Registration/Roll Number:						
	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						
Guidance for Candidate	<ul> <li>17. Assessment Task 1: Understand the importance of planning hospitality events</li> <li>18. Assessment Task 2: Understand how to supervise events</li> <li>19. Assessment Task 3: Plan and supervise banquet event</li> <li>And complete:</li> </ul>						
	20. Knowledge assessment test (Written or Oral) 21. 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 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						
Minimum	Performance criteria 13: Explain how to deal with additional requirements for different client groups						
Evidence Required	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						

during events       Explain how information about the event should be communicated to guests and staff         Performance criteria 10: organizer of the event       Explain the importance of communicating with the organizer of the event         Performance criteria 11:       Explain the legislative requirements relevant to the clearing of the venue where the event is being held         Performance criteria 12:       Explain how to deal with problems that may arise during and after an event         Assessment Task 3       Explain task 3		
Performance criteria 8:       Explain how to carry out an inspection of equipment used during events         Performance criteria 9:       Explain how information about the event should be communicated to guess and staff         Performance criteria 10:       Explain the importance of communicating with the organizer of the event         Performance criteria 11:       Explain the legislative requirements relevant to the clearing of the venue where the event is being held         Performance criteria 12:       Explain how to deal with problems that may arise during and after an event         Assessment Task 3       Performance criteria 7:         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 10:       Liaise with relevant people before, during and after the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Performance criteria 12:       Record relevant information about the event         Performance Criteria 12:       Performance criteria 2:         Performance Criteria 11:       Performance Criteria 1:         Performance Criteria 1:       Performance Criteria 2:         Performance Criteria 2:       Performance Criteria 3:         Performance criteria 1 for the evaluation of portfolio <td>Assessment Task 2</td> <td></td>	Assessment Task 2	
during events         Performance criteria 9:       Explain how information about the event should be communicated to guests and staff         Performance criteria 10:       Explain the importance of communicating with the organizer of the event         Performance criteria 11:       Explain the legislative requirements relevant to the clearing of the venue where the event is being held         Performance criteria 12:       Explain how to deal with problems that may arise during and after an event         Assessment Task 3       Performance criteria 7:         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 11:       Monitor the event people before, during and after the event         Performance criteria 12:       Record relevant information about the event         Performance criteria 12:       Record relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance Criteria 12:       Record relevant information about the event         Performance Criteria 12:       Performance Criteria 12:         Performance Criteria 12:       Performance Criteria 2:         Performance Criteria 2:       Performance Criteria 3:         Performance criteria 1 for the evalua	Performance criteria 7:	Explain how to monitor the event
communicated to guests and staff       Performance criteria 10:       Explain the importance of communicating with the organizer of the event         Performance criteria 11:       Explain the legislative requirements relevant to the clearing of the venue where the event is being held         Performance criteria 12:       Explain how to deal with problems that may arise during and after an event         Assessment Task 3       Performance criteria 7:         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 10:       Liaise with relevant people before, during and after the event to ensure that it is running to plan Performance criteria 12:         Record relevant information about the event       Record relevant information about the event         Performance Criteria 12:       Performance Criteria 12:         Performance Criteria 12:       Performance Criteria 12:         Performance Criteria 12:       Record relevant information about the event         Image: Imag		Explain how to carry out an inspection of equipment used
organizer of the event       Performance criteria 11:       Explain the legislative requirements relevant to the clearing of the venue where the event is being held         Performance criteria 12:       Explain how to deal with problems that may arise during and after an event         Assessment Task 3         Performance criteria 7:       Ensure equipment and materials needed for the event ar available to the staff that will need to use them         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 10:       Liaise with relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan Performance criteria 12:         Record relevant information about the event         Performance Criteria 12:         Performance Criteria 13:         Performance Criteria 14:         Performance Criteria 15:         Performance Criteria 16:         Performance Criteria 17:         Performance Criteria 16: <td< td=""><td></td><td>•</td></td<>		•
clearing of the venue where the event is being held         Performance criteria 12:       Explain how to deal with problems that may arise during and after an event         Assessment Task 3         Performance criteria 7:       Ensure equipment and materials needed for the event ar available to the staff that will need to use them         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 10:       Liaise with relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 3:       Performance Criteria 2:         Performance criteria 1:       Performance Criteria 3:         Performance Criteria 3:       Performance Criteria 3:         Performance criteria 1:       Performance Criteria 2:         Performance criteria 2 for the evaluation of portfolio         Performance criteria 3 for the evaluation of portfolio		Explain the importance of communicating with the
during and after an event         Assessment Task 3         Performance criteria 7:       Ensure equipment and materials needed for the event ar available to the staff that will need to use them         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 10:       Liaise with relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 3:       Performance Criteria 2:         Performance Criteria 1:       Performance Criteria 1:         Performance Criteria 2:       Performance Criteria 2:         Performance Criteria 3:       Performance Criteria 3:         Performance Criteria 3:       Performance Criteria 3:         Performance criteria 1 for the evaluation of portfolio         Performance criteria 3 for the evaluation of portfolio         Performance criteria 3 for the evaluation of portfolio		
Performance criteria 7:       Ensure equipment and materials needed for the event ar available to the staff that will need to use them         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 10:       Liaise with relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 3:       Performance Criteria 3:         Performance criteria 3:       Performance Criteria 3:         Performance criteria 3 for the evaluation of portfolio         Performance criteria 3 for the evaluation of portfolio		
Performance criteria 7:       Ensure equipment and materials needed for the event ar available to the staff that will need to use them         Performance criteria 8:       Inspect the event venue to ensure that it has been prepared as agreed         Performance criteria 9:       Communicate the legal requirements of the event to guests and staff         Performance criteria 10:       Liaise with relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 3:       Performance Criteria 3:         Performance criteria 3:       Performance Criteria 3:         Performance criteria 1 for the evaluation of portfolio       Performance criteria 3 for the evaluation of portfolio		
available to the staff that will need to use them         Performance criteria 8:       Inspect the event venue to ensure that it has been         prepared as agreed       Performance criteria 9:       Communicate the legal requirements of the event to         guests and staff       Liaise with relevant people before, during and after the event         Performance criteria 10:       Liaise with relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 3:       Performance Criteria 3:         Performance criteria 4:       Performance Criteria 4:         Performance Criteria 2:       Performance Criteria 3:         Performance Criteria 3:       Performance Criteria 3:         Performance criteria 1 for the evaluation of portfolio         Performance criteria 2 for the evaluation of portfolio         Performance criteria 3 for the evaluation of portfolio	Assessment Task 3	
prepared as agreed       Performance criteria 9: guests and staff       Communicate the legal requirements of the event to         Performance criteria 10: event       Liaise with relevant people before, during and after the         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1: Performance Criteria 2: Performance Criteria 3:         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		Ensure equipment and materials needed for the event are will need to use them
guests and staff       Liaise with relevant people before, during and after the event         Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 2:       Performance Criteria 3:         Performance Criteria 3:       Performance Criteria 3:         Performance Criteria 1 for the evaluation of portfolio         Performance criteria 1 for the evaluation of portfolio         Performance criteria 3 for the evaluation of portfolio		Inspect the event venue to ensure that it has been
event       Performance criteria 11:       Monitor the event to ensure that it is running to plan         Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 2:       Performance Criteria 3:         Portfolios required at the time of assessment (if any) for         Performance criteria 1 for the evaluation of portfolio         Performance criteria 3 for the evaluation of portfolio		Communicate the legal requirements of the event to
Performance criteria 12:       Record relevant information about the event         Assessment Task 4       Performance Criteria 1:         Performance Criteria 2:       Performance Criteria 3:         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         Performance criteria 3 for the evaluation of portfolio		Liaise with relevant people before, during and after the
Assessment Task 4 Performance Criteria 1: Performance Criteria 2: Performance Criteria 3: Performance Criteria 3: 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	Performance criteria 11:	Monitor the event to ensure that it is running to plan
Performance Criteria 1: Performance Criteria 2: Performance Criteria 3: <b>Portfolios required at the time of assessment (if any) for</b> Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio	Performance criteria 12:	Record relevant information about the event
Performance Criteria 1: Performance Criteria 2: Performance Criteria 3: 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		
Performance Criteria 2: Performance Criteria 3: 	Assessment Task 4	
Performance Criteria 3: 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	Performance Criteria 1:	
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	Performance Criteria 2:	
Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio	Performance Criteria 3:	
Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio		
Performance criteria 1 for the evaluation of portfolio Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio	Portfolios required at the time	e of assessment (if any) for
Performance criteria 2 for the evaluation of portfolio Performance criteria 3 for the evaluation of portfolio		
Performance criteria 3 for the evaluation of portfolio		
	renonnance chiena 3	

Candidate Details	Name:	C C
Assessment Outcome	COMPETENT  Name of the Assessor: Signature of the Assessor:	NOT YET COMPETENT 🗖

Assessment Summary (to be filled by the assessor)							
Activity			Method	ł		Res	sult
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)							

Asses	Assessment Task 1		Description of assessment task 1			
	stand the importance of planning ality events	event management team importance to conduct hospitality event as per the guest requirement				
During followir	the practical assessment, candidate deing:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1: Explain the hea and legislative requirements relevant to events					
2	Performance criteria 2: Explain the imp assessing the impact that the event is on others					
3	Performance criteria 3: Identify the info required to plan different types of even					
4	Performance criteria 4: Explain how to additional requirements for different cli					
5	Performance criteria 5: Explain the imp obtaining reliable sources of information					
6	Performance criteria 6: Explain the imp briefing staff prior to the event and after					
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					
Compe	etent 🗆	Not Yet Compe	tent 🗆			

	sment Task 2 stand how to supervise events	<b>Description of assessment task 2</b> Supervise the event in coordination with the guest to meet the expectations			
During followir	the practical assessment, candidate derng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Explain how to event	monitor the			
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				
Compe	etent 🗆	Not Yet Compe	tent 🛛		

	sment Task 3 nd supervise banquet event	<b>Description of assessment task 3</b> Planning the event venue and communicate with other team members for the requirements			
During followir	the practical assessment, candidate de ng:	monstrated the	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 D Not Yet Compe		tent 🛛	•	•	

Assessment Task 4		Description of assessment task 4				
During followir	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1:					
2	Performance criteria 2:					
3	Performance criteria 3:					
4						
Competent		Not Yet Competent				

Portfolio (if any)				Descrip	tion of I	portfolic	)	
Curren	t 🛛	Sufficient	Authentio		Valid			Reliable
Portfolio meet the following performance stand				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:	CS Code:	Level:	Version:		
Hospitality Expert		3	1		
Competency Standard Title:	Assessment Date (DD/MM/YY):				
Identify and pursue new business opportunities in the hospitality sector	Time Duration: 2.5 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):					
	22. Assessment Task 1: Identify business opportunities in the hospitality sector					
Guidance for Candidate	<ul> <li>23. Assessment Task 2: Develop the structure of the new hospitality business</li> <li>24. Assessment Task 3: Communicate the new hospitality business's services to guests</li> </ul>					
	25. Assessment Task 4: Negotiate arrangements for the new hospitality business					
	And complete:					
	<ul><li>26. Knowledge assessment test (Written or Oral)</li><li>27. Portfolios at the time of assessment (if any)</li></ul>					
	During a practical assessment, under observation by an assessor, you will complete:					
	Assessment Task 1					
	Performance criteria 1: Look for, and recognize, business opportunities in the hospitality sector Create hospitality business opportunities where they do not obviously exist					
	Performance criteria 2: Quickly identify potential hospitality business developments and how they will affect the new business					
	Performance criteria 3: Identify the additional benefits of potential hospitality business opportunities					
	Assessment Task 2					
Minimum	Performance criteria 1: Check what laws and other regulations will affect the new hospitality business					
Evidence Required	Performance criteria 2: Work out what money needed to start the new					
Required	hospitality business and keep it running Performance criteria 3: Identify own contribution to running the new					
	hospitality business					
	Performance criteria 4: Determine the staff needed for the new hospitality business					
	Performance criteria 5: Sourcing suppliers for the new hospitality business					
	Performance criteria 6: Decide how to use quality standards in the new hospitality business					
	Performance criteria 7: Decide on the new hospitality business's policy for looking after guests					
	Performance criteria 8: Investigate suitable premises for the new hospitality business					
	Performance criteria 9: Decide how you will get equipment, tools and materials					
	Performance criteria 10: Identifying other sources of support					

Assessment Task 3							
businesses and be able t	Know the competition from other hospitality to explain to guests the advantages of own offer						
	business delivers and make sure that it is presented to guests in a way they						
	Tell potential guests how the new hospitality et their needs and about new developments						
Performance criteria 4:	Check that the marketing strategy is based on an of potential guest's needs and preferences						
Assessment Task 4							
	Clearly explain the features of the arrangements that need s to the other person or organisation						
Performance criteria 2: price	Think whether there is anything to negotiate on other than						
Performance criteria 3:	Negotiate arrangements calmly and effectively						
Performance criteria 4:	Behave ethically throughout negotiations						
Performance criteria 5:	Sign off arrangements so they are clear to all parties						
Portfolios required at the time	of assessment (if any) for						
Performance criteria 1 fo	r the evaluation of portfolio						
Performance criteria 2 fo	Performance criteria 2 for the evaluation of portfolio						
Performance criteria 3 fo	r the evaluation of portfolio						

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

Assessment Summary (to be filled by the assessor)									
			Method	k			Re	sult	
Nature of Activity		Written	Oral	Observation	Portfolio	Role Play	Competent		Not Yet Competent
Practic	al Skill Demonstration			✓		~			
Knowle	edge Assessment	$\checkmark$	✓						
Other I	Requirement				✓				
Each A	Assessment Task (with perfo	rmanc	e crite	eria)					
Identify						pitality industry Identify business effects on business and additional			
During followir	the practical assessment, c	andida	te der	nonstrate	ed the	Yes	No	Remarks	
1	Performance criteria 1: Lo business opportunities in t Create hospitality busines do not obviously exist	he hos	pitality	y sector	they				
2	Performance criteria 2: Quickly identify potential								
3	<ul> <li>Performance criteria 3: Identify the additional</li> <li>benefits of potential hospitality business opportunities</li> </ul>						]		
4									
Compe	etent 🗆			Not Yet	Compe				

Asses	sment Task 2	Description of assessment task 2				
Develo busine	op the structure of the new hospitality ess	Understand the external laws and regulations, business policies for running the business and sources for equipment, tool and supplies				
During followi	the practical assessment, candidate de ng:	monstrated the	Yes	No	Remarks	
1	Performance criteria 1: Check what law regulations will affect the new hospitali					
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 suppl new hospitality business	liers for the				
6	Performance criteria 6: Decide how to standards in the new hospitality busine					
7	Performance criteria 7: Decide on the business's policy for looking after gues					
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					
Comp	etent	Not Yet Competent				

Comm	sment Task 3 unicate the new hospitality business's as to guests	<b>Description of assessment task 3</b> As per guest's need and preferences new developments within the industry should identify marketing strategy related to market competition			
During followir	the practical assessment, candidate den	monstrated the	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				
Compe	etent 🗆	Not Yet Compe	tent 🛛		

Negotia	<b>sment Task 4</b> ate arrangements for the new ality business	<b>Description of assessment task 4</b> 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 arrangen effectively	nents calmly and			
4	Performance criteria 4: Behave ethically throughout negotiations				
5	Performance criteria 5: Sign off arrangements so they are clear to all parties				
Competent D Not		Not Yet Compe	tent 🛛		

Portfolio (if any)				Description of portfolio				
Curren	t 🗖	Sufficient	Authentie		Valid			Reliable 🛛
Portfolio meet the following performance stand				ards:		Yes	No	Remarks
1	Perform	ance criteria 1						
2	Perform	ance criteria 2						
3	Performance criteria 3							
4								
Competent			Not Yet Competent					

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

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):
Guidance for Candidate	<ul> <li>28. Assessment Task 1: Perform hospitality Supervision (F&amp;B, HK, FO) as per assessor instructions</li> <li>29. Assessment Task 2: Manage a business opportunity in (F&amp;B, FO, HK) as per assessor instructions</li> </ul>
	And complete:
	30. Knowledge assessment test (Written or Oral) 31. Portfolios at the time of assessment (if any)

: Ensure that associates work effectively as part of a nd communicate efficiently with each other throughout shift
Ensure that associates know and understand how to ds, accidents and emergencies
: Prepare requisition sheet to obtain appropriate amounts of n store
: Use stock control systems to manage levels and usage of
Take corrective action where required to improve the tas
: Deal with problems that may affect the standard of service
: Monitor service to ensure that guest needs are being met
: Manage the service log on a daily basis
: Communicate appropriate information with other make sure the communication has been delivered and received as
0: Complete records as required to demonstrate that section th and safety requirements
1: Explain how to deal with additional requirements for pups
2: Explain how to ensure appropriate management of to be employed for events
3: Explain how to carry out a risk assessment of the
4: Ensure preparations are carried out in good time to allow vice to be provided
5: Ensure that professional work standards are maintained ift
6: Deal with problems that may affect the standard of service
7: Know the competition from other hospitality businesses plain to guests the advantages of own offer
8: Negotiate arrangements calmly and effectively
9: Address internal and external constraints that impact on
0: Review and evaluate own skills, knowledge and career stice against current performance requirements

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

Candidate Details	Name:	C C C C C C C C C C C C C C C C C C C
Assessment Outcome	COMPETENT  Name of the Assessor: Signature of the Assessor:	NOT YET COMPETENT 🗖

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

Each A	Assessment Task (with performance crite	eria)			
Perform	Assessment Task 1Description of assessment task 1Perform hospitality Supervision (F&B, HK,Supervise the shift to make sure they are working				
,	FO) as per assessor instructions effectively, prepa			quisitio	ons by the help of system
During followir	the practical assessment, candidate der ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Ensure that associa effectively as part of a hospitality team and efficiently with each other throughout shift				
2	Performance criteria 2: Ensure that associa understand how to respond to hazards, acc emergencies				
3	Performance criteria 3: Prepare requisition appropriate amounts of requirements from				
4	Performance criteria 4: Use stock control s manage levels and usage of stock	systems to			
5	Performance criteria 5: Take corrective act required to improve the safety of work area				
6	Performance criteria 6: Deal with problems the standard of service	that may affect			
7	Performance criteria 7: Monitor service to e guest needs are being met at all times	ensure that			
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 demonstrate that section team follows heat requirements				
11	Performance criteria 11: Explain how to de additional requirements for different client g				
12	Performance criteria 12: Explain how to en management of contractors likely to be em events				
13	Performance criteria 13: Explain how to ca assessment of the premises	rry out a risk			
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 problem affect the standard of service	is that may			
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 arrange and effectively	ements calmly			
19	Performance criteria 19: Address internal a	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		Not Yet Compete	ent 🛛	

Manag	sment Task 2 e a business opportunity in (F&B, FO,	Description of assessment task 2 Recognize and identify potential of new business			
			pportur	nities in	erage sector, determine front office and
During followin	the practical assessment, candidate der ng:	monstrated the	Yes	No	Remarks
1	Performance criteria 1: Explain the health a legislative requirements relevant to hospita				
2	Performance criteria 2: Explain the importa assessing the impact that the event is likely others				
3	Performance criteria 3: Explain the importa staff prior to the event and after the event	nce of briefing			
4	Performance criteria 4: Explain how to ensi and services available support a variety of				
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 addition potential hospitality business opportunities	nal benefits of			
10	Performance criteria 10: Check what laws a regulations will affect the new hospitality but				
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 teamwork	to effective			
Compe	tent 🗆	Not Yet Compe	tent 🛛		

Assessment Task 3		Description of assessment task 3			sk 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 D N		Not Yet Compe	etent		

Assess	sment Task 4	Description of	assessi	ment ta	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					
Competent  Not Yet Comp		Not Yet Compe	tent 🛛		

Portfolio (if any)			Descrip	otion of	portfolio	)		
Current  Gutter  Current  Curr			Valid	/alid 🛛		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 D No			Not Ye	t Compe	etent 🗆			

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