
# Evidence Requirements

# GG28 24 - SVQ 4 Hospitality Management Units SCQF level 8

**Introduction**

This document contains evidence requirements and assessment guidance for the SVQ 4 Hospitality Management Qualification SCQF level 8. They have been developed People 1st in consultation with awarding bodies. They provide information on how each unit should be assessed and give examples of what types of evidence will be acceptable. These are only examples and should not be seen as a prescriptive list.

This document must be used in parallel with the approved Assessment Strategy for Hospitality SVQs

**The Nature of the Qualification and Source of Evidence**

Hospitality Management is an occupational qualification whose purpose is to assess a candidate’s competence. In each unit there are performance criteria that describe what the candidate must be able to do in a real work environment. It is a requirement; therefore, that evidence to meet the assessment criteria for these learning outcomes comes from real work activity in a hospitality workplace. In some circumstances, evidence of the candidate’s performance can come from a Realistic Working Environment (RWE). However, RWEs must meet the guidance provided in the Assessment Strategy.

**Contingencies**

The only exception to workplace or RWE evidence is where particular learning outcomes or assessment criteria rarely or never occur during the period of assessment. Examples could include accidents and emergencies, equipment failures, overspends, etc. These are identified as ‘contingencies’ in the evidence requirements. Alternative assessment methods, such as simulation or questioning, may be used for contingencies of this kind.

**Holistic Assessment**

Occupational qualifications lend themselves to holistic assessment. Provided a candidate is competent in their role and ready to be assessed, evidence for a number of units is likely to come from the candidate’s day-to-day work with little interference or support from the assessor. Evidence will be naturally occurring and should only need to be cross-referenced to the learning outcomes and assessment criteria.

**Assessment Methods in General**

Most units contain what the candidate should be able to do and requires *Performance Evidence*; the other learning outcome is about what the candidate understands and requires *Evidence of Knowledge and Understanding*. Each of these has a number of possible assessment methods. Every assessment method has advantages and disadvantages, and assessors should choose the method that is most effective and efficient in bringing out and judging valid evidence. For most of the learning outcomes requiring performance evidence, a combination of assessment methods may be appropriate.

These different methods are discussed below.

***Performance Evidence***

Performance evidence applies to those learning outcomes (and the associated assessment criteria) that describe what the candidate is able to do. These learning outcomes all begin with “be able to” and are followed by an active verb; they will have tangible outcomes, such as work products. Examples of these types of learning outcomes are:

* Benchmark your organisation’s levels of food and beverage service against competitors that operate at a similar level
* Ensure the service team has sufficient product knowledge on food and beverage items to be able to explain them to customers, and recommend complementary items where appropriate
* Manage the service team to achieve a flow of food and beverage service from kitchen and bar to table, which appears seamless to the customer

The assessor should use a variety of assessment methods to prove consistent competence.

**Performance Evidence Assessment Methods**

***Assessment Method: Observation***

This covers observation of the candidate’s performance at work by a qualified assessor. Observation is probably the most robust method of assessing performance but requires a great deal of time and resource. For this reason observation can be complemented by the other assessment methods below.

***Assessment Method: Products of Work***

Products of work are appropriate to many of the learning outcomes and associated assessment criteria. Products of work could include, for example: menu and recipe plans, cellar records, staff rotas and accident reports. Products of work are excellent sources of evidence and often eliminate the need for an assessor to observe the candidate producing them. Candidates should be encouraged to log the relevant product of work and its location rather than store copies in their portfolio.

Assessors must ensure that products of work are authentic, i.e. the assessor must satisfy themselves that the evidence is genuinely the products of the candidate’s work and not someone else’s.

It is possible for candidates to present products of work from the past, although this should be sufficiently recent for the assessor to be able to infer current competence.

***Assessment Method: Witness Testimony***

This is another form of observation and takes account of the fact that valuable performance evidence will occur when the regular assessor is not present. The use of witness testimony is encouraged because, again, it reduces the need for observation by the regular assessor. The Assessment Strategy provides for two types of witness testimony.

* *Witness testimony*,for example from a customer, supplier or colleague that provides evidence towards a candidate’s assessment or
* *Expert witness testimony* that provides powerful evidence of competence, that may in itself be sufficient for an assessor to consider that competence has been proved.

Expert witnesses may be other approved assessors who are recognised to assess the relevant occupational area and level, or line managers/other managers, that may not be approved assessors, but whom the awarding body agrees have sufficient occupational qualifications or experience to make a judgement on the competence of a candidate. Expert witnesses must be able to demonstrate practical experience and knowledge in the unit being assessed,and expert witness testimony must be used in line with awarding body requirements.

Witness testimony of either kind must be authentic, i.e. the assessor must satisfy themselves that the testimony is a true account of the candidate’s performance.

It is possible for candidates to present witness testimony from the past, although this should be sufficiently recent for the assessor to be able to infer current competence.

***Assessment Method: Candidate Statement/Report***

Candidate statements also take account of the fact that valuable performance evidence will occur when the assessor is not present. The candidate statement/report gives the candidate the opportunity to write a brief description of something they have done which meets the learning outcomes and assessment criteria in a unit. For a candidate statement/report to be valuable, it must be possible to cross reference it to content of the unit and to clearly see how the description provides evidence against the relevant learning outcomes and assessment criteria. It is possible for a candidate to produce a statement/report on something they have done in the past, although this should be sufficiently recent for the assessor to be able to infer current competence.

***Assessment Method: Professional Discussion***

Professional discussion can be used as an assessment method for performance and knowledge and understanding. Professional discussion is a single, or series of structured, planned and in-depth discussions between the assessor and candidate. Professional discussions can be used to obtain evidence from the candidate about what they have done and how they did it; it can also be used to supplement observations, witness testimony, examination of work products and written questions/answers. However, assessors should not rely entirely on candidates’ reports of their own competence. It should always be supplemented by other types of evidence such as witness testimony and work products.

**Evidence of Knowledge and Understanding Assessment Methods**

Evidence of knowledge and understanding applies to those learning outcomes (and the associated assessment criteria) that describe what the candidate understands. These learning outcomes all begin with ‘understand’. Examples of these types of learning outcomes are:

* Why customer incidents must be dealt with in a way that balances the needs of the customer and the organisation
* The importance of dealing with customers with additional requirements in a way that meets their needs unobtrusively
* How to use customer complaints to create learning points for the service team

***Assessment Method: Questioning***

Oral and written questions are both valid methods of assessing the knowledge and understanding learning outcomes and associated assessment criteria and are likely to be the assessor’s method of choice.

***Assessment Method: Other Recorded Evidence of Knowledge and Understanding***

This includes work-based projects, case studies and reflective accounts. For some candidates these approaches can be powerful ways of bringing out evidence of a candidate’s knowledge and understanding across several related learning outcomes and even units. However, their use will depend on the candidate’s circumstances and ability to structure and write the appropriate documents.

***Assessment Method: Professional Discussion***

Professional discussion can also be used to assess knowledge and understanding. Professional discussion is a single, or series of structured, planned and in-depth discussions between the assessor and candidate. A professional discussion can bring out a wide range of knowledge and understanding across many related learning outcomes or units, particularly covering why certain things are done or the principles that underpin competent performance. Professional discussion can also help to verify the authenticity of other pieces of evidence.

***Assessment Method: Inferring Knowledge and Understanding from Performance***

It is possible for an assessor to infer that the candidate knows or understands certain things from observing their performance or examining other pieces of evidence such as work products or witness testimony. This particularly applies to assessment criteria that cover how to do certain tasks, for example:

* “explain how to gather and evaluate information that will help to plan and update the wine list”

The assessor should already have seen evidence of the candidate’s ability to do this in the “be able to” learning outcome in the same unit. They may, therefore, reasonably infer that the candidate has this knowledge and understanding.

Inferring knowledge and understanding from performance is a helpful way of avoiding over assessment. However, it should be used with caution, particularly when it comes to the possession of key facts, for example:

* “identify the legal requirements relevant to weights and measures, trades descriptions and licensing legislation”

or the reasons why certain things are important:

* “explain why confidentiality is important”

In both of these cases, oral/written questions, reflective accounts and professional discussions would be more valid ways of testing knowledge and understanding. The specific knowledge must be brought out.

**Volume of Evidence/Length of Assessment**

The Evidence Requirements do not stipulate how frequently a candidate must be assessed for each unit or how much evidence is acceptable. Assessors and verifiers should use their professional skills and experience to determine how much evidence over what period of time is sufficient to make a reliable judgment of consistent competent performance. This is likely to vary according to the individual candidate and their working situation.

**Evidence Requirements for Individual Units**

The tables on the following pages provide information on how each unit should be assessed and give examples of what types of evidence is acceptable.

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| Sufficiency of Evidence |
| There must be sufficient evidence to ensure that the candidate can achieve the standard over a period of time in the workplace or approved realistic working environment. This must be achieved through direct assessment by the assessor or through the use of authentic witness testimony. |

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| What you have to KNOW  |
| For those knowledge statements that relate to how the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In all other cases, evidence of the candidate’s knowledge and understanding should be gathered by oral/written questioning or, professional discussion. |

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| GG28 24 SVQ 4 Hospitality Management Skills SCQF level 8 |
| **Generic Units** |
| **SQA Ref** | **SSC Ref** | **Unit Title** |
| H2YA 04 | 4GEN2 | Manage Purchasing Costs in Hospitality |
| H2YA 04 | 4GEN2 | Manage Purchasing Costs in Hospitality |
| H2YB 04 | 4GEN3 | Manage Payroll Costs for Your Team |
| H2YC 04 | 4GEN4 | Manage Rotas for Your Hospitality Team |
| H2YD 04 | 4GEN5 | Obtain, Analyse and Implement Customer Feedback |
| H2YE 04 | 4GEN6 | Lead, Manage and Follow Up the Meeting Process |
| H2Y7 04 | 4GEN8 | Manage the Performance of Teams and Individuals |
| H2Y8 04 | 4GEN9 | Contribute to the Strategic Goals of the Organisation’s Leadership Team |
| H2YG 04 | 4GEN10 | Devise and Implement Training and Development Plans for Your Hospitality Teams |
| H2YH 04 | 4GEN11 | Manage the Use of the Organisation's Systems to Meet Operational Needs |
| H2YJ 04 | 4GEN12 | Determine Market Opportunities and Plan the Future Provision of Services |
| H2YK 04 | 4GEN13 | Maximise Sales and Profit |
| H2YM 04 | 4GEN14 | Manage Operational Aspects of Refurbishment Programmes |
| H2YN 04 | 4GEN15 | Initiate and Manage Supplier Contracts |
| H2YP 04 | 4GEN16 | Manage a Function |
| H2Y9 04 | 4GEN17 | Comply with Legislative Requirements in Hospitality |
| FM5F 04 | 4GEN18 | Manage Physical Resources |
| FM4X 04 | 4GEN19 | Implement Change |
| DR67 04 | 4GEN20 | Manage Your Own Resources and Professional Development |
| FM58 04 | 4GEN21 | Initiate and Follow Grievance Procedure |
| FM57 04 | 4GEN22 | Initiate and Follow Disciplinary Procedure |
| DR5T 04 | 4GEN23 | Manage Finance for Your Area of Responsibility |
| FE3P 04 | 4GEN24 | Handle Referred Customer Complaints |
| FE2W 04 | 4GEN25 | Use Customer Service as a Competitive Tool |
| FE2X 04 | 4GEN26 | Organise the Promotion of Additional Services or Products to Customers |
| **Generic Units (continued)** |
| FE3L 04 | 4GEN27 | Review the Quality of Customer Service |
| FEH3 04 | HSL28 | Manage the Environmental Impact of Your Work |
| **Kitchen Management Units** |
| H2YR 04 | 4KM31 | Participate in the design, Implementation and Monitoring of a Kitchen Food Safety Management System |
| H2YS 04 | 4KM32 | Develop and Evolve Dishes and Recipes Showing Innovation and Creativity |
| H2YT 04 | 4KM33 | Develop and Deliver a Menu Which Meets Organisational Standards and Financial Targets |
| H2YV 04 | 4KM34 | Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards |
| H2YW 04 | 4KM35 | Manage a Team to Prepare, Cook and Present Food to Organisational Standards  |
| H2YX 04 | 4KM36 | Keep up to Date with Current Industry and Food Trends |
| H2YY 04 | 4KM37 | Plan and Design Operational Areas |
| **Front of House Units** |
| H300 04 | 4FOH41 | Manage Customer Profiles and Recognition |
| H301 04 | 4FOH42 | Ensure Statutory Fire and Other Security Procedures Are In Place and Followed (Team and Whole Establishment) |
| H302 04 | 4FOH43 | Manage Arrivals and Departures to Deliver and Maximise Revenue Potential |
| H303 04 | 4FOH44 | Manage Accurate and Appropriate Billing and Payment Processes |
| H304 04 | 4FOH45 | Manage Front of House and Guest Relation Services |
| H305 04 | 4FOH46 | Manage Reservations Systems |
| **Accommodation Management Units** |
| H307 04 | 4HK51 | Implement and Manage Housekeeping Procedures |
| H309 04 | 4HK52 | Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures |
| H30A 04 | 4HK53 | Manage Room Availability to Maximise Revenue Potential |
| H30B 04 | 4HK54 | Liaise with Others to Manage Maintenance and Repair Work |
| H30C 04 | 4HK55 | Manage Additional Services Throughout the Establishment |
| H30D 04 | 4HK56 | Manage Linen Service to Deliver a High Quality Provision |
| H30E 04 | 4HK57 | Manage the Supply of Uniforms and Housekeeping of Staff Areas |
| **Food and Beverage Units** |
| H30F 04 | 4FB61 | Ensure Food and Beverages are Served to Organisational Standards |
| H30G 04 | 4FB62 | Manage the Organisation of the Food and Beverage Service Area |
| H30H 04 | 4FB63 | Develop Beverage Lists to Complement the Menu |
| H30J 04 | 4FB64 | Participate in the Production and Presentation of the Menu |
| H30K 04 | 4FB65 | Manage Cellar Operations |
| H30L 04 | 4FB66 | Develop a Team to Provide Enhanced Levels of Food and Beverage Service |

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| **H2YA 04 (4GEN2)**  | **Manage Purchasing Costs in Hospitality** |
| What you must DO  | The assessor can assess statements P1- 14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement  |
| What you must know and understand | The assessor can assess statements K1 -15 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVERin scope and range | There must be performance evidence, gathered through evaluating the candidate’s work for at least **one** of the following resources:* stock
* equipment
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| H2YB 04 (4GEN3)  | Manage the Payroll Costs of a Hospitality Team |
| What you must DO  | The assessor can assess statements P1- 12 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -10 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H2YC 04 (4GEN4) | Manage Rotas for your Hospitality Team |
| What you must DO  | The assessor can assess statements P1- 12 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -11 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H2YD 04 (4GEN5) | Obtain, Analyse and Implement Customer Feedback |
| What you must DO  | The assessor can assess statements P1- 12 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -12 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you must COVER in scope and range | There must be performance evidence, gathered through evaluating the candidate’s work for: * at least **three** forms of feedback from the following:
* ad-hoc / face-to-face
* systemised
* customer complaints
* external sources
* at least **two** from the following customer profiles:
* age
* gender
* booking type (e.g. leisure, business)
* social demographics
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| H2YE 04 (4GEN6) | Lead, Manage and Follow Up the Meeting Process |
| What you must DO  | The assessor can assess statements P1- 15 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -19 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H2YF 04 (4GEN7) | Recruit and Select Hospitality Staff |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -18 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H2Y7 04 (4GEN8) | Manage the Performance of Teams and Individuals |
| What you must DO  | The assessor can assess statements P1- 17 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -30 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H2Y8 04 (4GEN9) | Contribute to the Strategic Goals of Your Organisation’s Leadership Team |
| What you must DO  | The assessor can assess statements P1-19 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-22 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVERin scope and range | There must be performance evidence, gathered through evaluating the candidate’s work for at least **one** from the following areas of discussion:* own area of responsibility
* shared areas of responsibility
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| H2YG 04 (4GEN10) | Devise and Implement Training and Development for Your Hospitality Team |
| What you must DO  | The assessor can assess statements P1- 17 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -7 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVERin scope and range | There must be performance evidence, gathered through evaluating the candidate’s work for:* at least **two** of the following types of **training needs**
* individual’s
* team’s
* organisational
* and **one** ofthe following aims:
* to meet organisational objectives
* to meet individual aspirations
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| H2YH 04 (4GEN11) | Manage the Organisation’s Operating Systems to Meet Operational Needs |
| What you must DO  | The assessor can assess statements P1- 11 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -14 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVERin scope and range | There must be performance evidence, gathered through evaluating the candidate’s work for:* at least **seven** of the following areas of performance:
* personnel related
* financial performance
* supplier performance
* operational performance
* resource management performance
* organisational performance
* regulatory performance
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| H2YJ 04 (4GEN12) | Determine Market Opportunities and Plan the Future Provision of Services |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -17 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you must **COVER** in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work in the following three areas:* Consultation with a minimum of **one** of the following teams:
* departmental team
* leadership team
* Evaluation of at least **six** of the following hospitality services:
* vehicle services
* gym/leisure facilities
* ticket booking
* dining options
* room services
* accommodation options
* banqueting and events services
* bar services
* Evaluation of the requirements of **both** of the following resources when planning new services:
* staff
* budget
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| H2YK 04 (4GEN13) | Maximise Sales and Profit |
| What you must DO  | The assessor can assess statements P1- 11 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -14 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H2YM 04 (4GEN14) | Manage Operational Aspects of Refurbishment Programmes |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -15 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H2YN 04 (4GEN15) | Initiate and Manage Supplier Contracts |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -17 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you must **COVER**  | There must be performance evidence, gathered through evaluating the candidate’s work for a minimum of **two** of the following resources:* stock
* equipment
* services
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| H2YP 04 (4GEN16) | Manage a Function |
| What you must DO  | The assessor can assess statements P1- 21 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -32 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you must **COVER**  | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **three** from the following types of function:
* banquet
* corporate entertainment event
* reception
* conference
* at least **one** from the following types of customers
* internal
* external
* at least **three** from the following areas of legislation:
* health and safety
* fire regulations
* licensing regulations
* food Safety
* first aid
* at least **three** from the following types of problems:
* supply problems
* power failures
* equipment problems
* staffing problems
* at least **three** from the following types of records:
* manual
* computerised
* reports
* checklists
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| H2Y9 04 (4GEN17) | Comply with Legislative Requirements in Hospitality |
| What you must DO  | The assessor can assess statements P1- 13 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -13 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER  | There must be performance evidence, gathered through evaluating the candidate’s work to confirm that they have reviewed **five** of the following regulatory and legislative requirements:* Licensing (including weights and measures and Licensing Objectives relevant to the country they operate in)
* Health and Safety (e.g. COSHH, HACCP, risk assessments, Heath &Safety at Work Act)
* Food Safety
* Environmental health
* Fire regulations
* Data Protection
* Trade Description
* Human Resources (e.g. permission to work, working time regulations, night-time working, absence management)
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| FM5F 04 (4GEN18) | Manage Physical Resources (*this unit is imported from the Leadership and Management 2009 suite of standards and is referenced as unit E8 in that suite)* |
| What you must DO  | The assessor can assess statements P1-11 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-14 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| Behaviours | The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used. |

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| FM4X 04 (4GEN19) | Implement Change (*this unit is imported from the Leadership and Management 2009 suite of standards and is referenced as unit C6 in that suite)* |
| What you must DO  | The assessor can assess statements P1-7 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-26 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| Behaviours | The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used. |

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| DR67 04 (4GEN20) | Manage Your Own Resources and Professional Development (*this unit is imported from the Leadership and Management 2009 suite of standards and is referenced as unit A2 in that suite)* |
| What you must DO  | The assessor can assess statements P1-10 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-14 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| Behaviours | The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used. |

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| FM58 04 (4GEN21) | Initiate and Follow Grievance Procedure (*this unit is imported from the Leadership and Management 2009 suite of standards and is referenced as unit D15 in that suite)* |
| What you must DO  | The assessor can assess statements P1-6 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-10 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| Behaviours | The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used. |

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| FM57 O4 (4GEN22) | Initiate and Follow Disciplinary Procedure (*this unit is imported from the Leadership and Management 2009 suite of standards and is referenced as unit D14 in that suite)* |
| What you must DO  | The assessor can assess statements P1-6 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-13 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| Behaviours | The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used. |

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| DR5T 04 (4GEN23) | Manage Finance for Your Area of Responsibility (*this unit is imported from the Leadership and Management 2009 suite of standards and is referenced as unit E2 in that suite)* |
| What you must DO  | The assessor can assess statements P1-13 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-30 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| Behaviours | The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used. |

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| FE3P 04 (4GEN24) | Handle Referred Customer Complaints (*this unit is imported from the Customer Service 2010 suite of standards and is referenced as unit C8 in that suite)* |
| What you must DO  | The assessor can assess statements P1-14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-11 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| FE2W 04 (4GEN25) | Use Customer Service as a Competitive Tool (*this unit is imported from the Customer Service 2010 suite of standards and is referenced as unit A14 in that suite)* |
| What you must DO  | The assessor can assess statements P1-9 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-8 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| FE2X 04 (4GEN26) | Organise the Promotion of Additional Services or Products to Customers (*this unit is imported from the Customer Service 2010 suite of standards and is referenced as unit A15 in that suite)* |
| What you must DO  | The assessor can assess statements P1-12 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-5 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| FE3L 04 (4GEN27) | Review the Quality of Customer Service (*this unit is imported from the Customer Service 2010 suite of standards and is referenced as unit B14 in that suite)* |
| What you must DO  | The assessor can assess statements P1-9 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-8 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| FEH3 04 (HSL28) | Manage the Environmental Impact of Your Work (*this unit is imported from the Leadership and Management 2009 suite of standards and is referenced as unit E9 in that suite)* |
| What you must DO  | The assessor can assess statements P1-7 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-13 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| Behaviours | The assessor should be able to infer that the candidate has exhibited the appropriate behaviours through observing their performance or checking products of work. In addition, professional discussion and/or witness testimony could be used. |

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| H2YR 04 (4KM31) | Participate in the Design, Implementation and Monitoring of a Kitchen Food Safety Management System |
| What you must DO  | The assessor can assess statements P1-16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-13 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **two** of the following types of risks
* physical
* chemical
* allergic
* at least **four** of the following the following types of resource
* equipment
* suppliers
* staff
* time
* money
* facilities
* at least **four** of the following types of working practices
* range of dishes on the menu(s)
* sourcing safe supplies and information on ingredients
* stages in food preparation, cooking and service
* range of equipment used, premises and work environment
* storage
* waste management
* infestation management
* at least **three** of the following training processes
* identifying training needs
* determining staff training methods
* implementing a training programme
* allocation of staff to posts that make good use of training received
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| H2YS 04 (4KM32) | Develop and Evolve Dishes and Recipes ShowingInnovation and Creativity |
| What you must DO  | The assessor can assess statements P1-14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-12 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* Taken account of at least **four** of the following resources
* staff
* equipment
* supplies
* time
* money
* facilities
* waste management
* Considered at least **four** of the following dietary requirements:
* nutritional balance
* religious
* medical
* allergens
* vegan/vegetarian
* cultural
* Met the needs of at least **one** of the following customer groups:
* current customer base
* target markets
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| H2YT 04 (4KM33) | Develop and Deliver a Menu Which MeetsOrganisational Standards and Financial Targets |
| What you must DO  | The assessor can assess statements P1-25 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-21 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **four** 4 of the following types of menu
* breakfast
* lunch
* dinner
* afternoon tea
* snack
* functions/special event menus
* taken account of at least **four** 4 of types diet considerations:
* nutritional balance
* medical
* allergens
* religious
* vegan/vegetarian
* cultural
* at least **two** from the following function menus:
* conferences
* weddings
* fine dining events
* at least **three** of the following cost (information) considerations:
* cost-to-profit ratios
* revenue figures
* energy costs
* staffing costs
* at least **five** of the following resources:
* staff
* equipment
* supplies
* facilities
* time
* money
* waste management
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| H2YN 04 (4KM34) | Manage the Presentation and Portion Size of Dishes in Accordance with Organisational Standards |
| What you must DO  | The assessor can assess statements P1-15 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-17 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating pthe candidate’s work to show that they have covered the following areas:* at least **two** of the of the following methods of relaying information:
* verbally
* written
* pictorial
* at least **three** of the following types of equipment:
* kitchen tools
* servers
* crockery
* glassware
* cooking dishes
* at least **two** of the following marketing and promotional messages:
* menus
* pictures
* information in literature supplied by the organisation
* newspapers in which the marketing message may be featured
* magazines in which the marketing message may be featured
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| H2YW 04 (4KM35) | Manage a Team to Prepare, Cook and Present Food to Organisational Standards |
| What you must DO  | The assessor can assess statements P1-22 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1-19 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **three** of the following types of resources
* equipment
* food and other supplies
* power
* staff
* time
* procedure for at least **six** of the following areas:
* ordering
* storage
* presentation
* portion control
* receipt of supplies
* preparation
* production
* heating/re-heating
* distribution
* waste disposal
* instructions in at least **two** 2 of the following formats:
* written
* verbal
* pictorial
* at least **two** from the following staff needs:
* cultural
* religious
* medical
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| H2YX 04 (4KM36) | Keep Up To Date with Current Industry and Food Trends |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -16 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating candidate’s work to show that they have covered the following areas:* at least **three** from the following the relevant industry events
* other establishments e.g. special functions, openings or social occasions
* exhibitions
* conferences
* competitions
* functions
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| H2YY 04 (4KM37) | Plan and Design Operational Areas |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -15 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* consultation with at least **three** 3 of the following specialists
* architects
* kitchen planners
* designers
* equipment manufacturers and suppliers
* at least **three** of the following 3 types of equipment
* food storage
* food preparation
* cooking
* serving
* surfaces
* at least **five** of the following services
* gas
* electric
* water
* supplies
* drainage
* ventilation
* lighting
* at least **six** of the following ancillary areas
* pot washing
* dishwashing
* still areas
* cleaning and disinfections
* sanitary conveniences and cloakrooms
* waste disposal
* offices
* storage areas
* servicing areas
* delivery areas and loading bays
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| H300 04 (4FOH41) | Manage Customer Profiles and Recognition |
| What you must DO  | The assessor can assess statements P1- 14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -18 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating candidate’s work to show that they have covered the following areas:* at least **three** of the following types of customer information
* personal and contact details
* past and current bills/accounts
* usage of services
* personal preferences
* frequency of custom
* at least **four** of the following forms of profile
* demographics
* age
* gender
* location of origin
* spend per head
* spend per year
* business/leisure customers
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| H301 04 (4FOH42) | Ensure Statutory Fire and Other Security Procedures are in Place and Followed (Team and Whole Establishment) |
| What you must DO  | The assessor can assess statements P1- 18 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -15 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **two** from the following categories of staff
* contractors
* in house staff (permanent)
* temporary staff
* agency staff
* at least **three** from the following types of records
* accident records
* maintenance records
* fire records
* HACCP
* RIDDOR
* at least **four** from the following areas of work
* front of house
* stock rooms
* offices
* public areas
* staff rooms
* back of house
* meeting rooms
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| H302 04 (4FOH43) | Manage Arrivals and Departures to Deliver and Maximise Revenue Potential |
| What you must DO  | The assessor can assess statements P1- 20H41modation Managemente by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -12 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **four** from the following departments
* housekeeping/accommodation
* conference/events
* function rooms
* maintenance
* food and beverage service/room service/kitchen
* sales
* reservations
* revenue
* at least **four** from the following reservation sources
* individuals
* travel agents
* tour operators
* businesses/companies
* central reservations
* airlines
* conference organisers
* at least **three** from the following tariffs/rates
* room only
* room and breakfast
* half board
* full board
* long lets
* special packages
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| H303 04 (4FOH44) | Manage Accurate and Appropriate Billing and Payment Processes |
| What you must DO  | The assessor can assess statements P1- 19H41modation Managemente by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -19 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **five** from the following payment systems
* credit/debit cards
* cheques
* credit notes
* discounts
* travellers cheques
* vouchers
* cash
* account billing
* virtual credit cards/cards not present
* invoicing
* BACS
* at least **two** from the following categories of staff
* permanent front of house staff
* temporary front of house staff
* staff in other departments
* senior staff
* at least **three** from the following organisational requirements
* speed of processing
* security measures
* recording of payments
* customer service
* passing of payments to accounts
* outside standard office hours
* at least **three** from the following security procedures
* in advance/on deposit payments
* cash levels in till/on premises
* bank transfers
* handling and processing payments
* credit/debit card protection

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| H304 04 (4FOH45) | Manage Front of House and Guest Relation Services |
| What you must DO  | The assessor can assess statements P1- 20H41modation Managemente by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -16 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **one** from the following types of front of house service
* porterage and luggage service
* concierge and night teams
* at least **four** from the following types of local and other customer information
* visitor attractions
* transport services
* restaurants
* theatres
* cinemas
* local services/shops
* at least three from the following types of guest property
* luggage
* valuables
* important documents
* messages by fax, telephone, email
* at least **three** from the following secure areas
* left luggage areas
* safety deposit boxes
* safes
* message holding
* electronic communications storage
* at least **two** from the following security systems
* CCTV
* suspicious package procedures
* security personnel

*continued/** at least **three** from the following 3 external establishments
* theatres
* restaurants
* travel agents
* booking agencies
* public houses
* at least **three** from the following **s**ervices and products
* spa and/or sports facilities
* restaurants
* conferences
* shopping
* emergency or unusual situations requiring at least **one** of the following
* medical assistance
* first aid
* police assistance
* fire brigade
* locksmith
* at least **one** from the following types of everyday needs
* sewing kit
* shoe polish
* laundry facilities
* repair of room facilities
* at least **two** from the following types of customer need
* cultural differences
* service requirements
* disability awareness
* booking policies according to gender/orientation
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| H305 04 (4FOH46) | Manage Reservations Systems |
| What you must DO  | The assessor can assess statements P1- 14H41modation Managemente by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -14 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **three** from the following booking channels
* online booking
* agents
* tour operators
* individuals
* global distribution systems
* at least **two from** the followingreservation systems
* bedroom booking
* conference booking
* restaurant bookings
* function booking
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| H307 04 (4HK51) | Implement and Manage Housekeeping Procedures |
| What you must DO  | The assessor can assess statements P1- 17 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -17 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **three** of the following types of housekeeping procedures
* re-stocking
* cleaning
* linen service
* fault reporting
* at least **three** from the following public areas
* lobby
* corridors
* entrances
* restaurants
* bars
* leisure facilities
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| H309 04 (4HK52) | Manage Guest Security and Privacy in Accordance with Legislative and Organisational Procedures |
| What you must DO  | The assessor can assess statements P1- 14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -13 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H30A 04 (4HK53) | Manage Room Availability to Maximise Revenue Potential |
| What you must DO  | The assessor can assess statements P1- 14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -12 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H30B 04 (4HK54) | Liaise with Others to Manage Maintenance and Repair Work |
| What you must DO  | The assessor can assess statements P1- 20 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -19 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H30C 04 (4HK55) | Manage Additional Services Throughout the Establishment |
| What you must DO  | The assessor can assess statements P1- 9 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -11 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **six** from the following types of additional service
* dry cleaning
* minor decoration
* seasonal decoration
* plants and flowers
* window cleaning
* housekeeping of leisure facilities
* provision of hygiene facilities
* butler/valet service
* cleaning of public areas
* cleaning of external areas
* carpets, upholstery and fabric cleaning
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| H30D 04 (4HK56) | Manage Linen Service to Deliver a High Quality Provision |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -17 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **two** from the following types of linen
* for guest rooms
* for the restaurant
* for other areas
* at least **one** from the following forms laundry service
* on-premises laundry
* laundry contractor
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| H30E 04 (4HK57) | Manage the Supply of Uniforms and Housekeeping of Staff Areas |
| What you must DO  | The assessor can assess statements P1- 11 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -11 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H30F 04 (4FB61) | Ensure Food and Beverages are Served to Organisational Standards |
| What you must DO  | The assessor can assess statements P1- 16 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -20 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* disruption to at least **one** of the following
* staffing
* equipment
* supplies
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| H30G 04 (4FB62) | Manage the Organisation of the Food and Beverage Service Area |
| What you must DO  | The assessor can assess statements P1- 14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -12 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* organisation of at least **one** of the following in relation to the food and beverage service area
* reservations
* table seating
* phases of service
* at least **two** of the following in relation to future planning
* seasonal activities
* special events or functions
* variations in projected business activity
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| H30H 04 (4FB63) | Develop Beverage Lists to Complement the Menu |
| What you must DO  | The assessor can assess statements P1- 17 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -18 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **eight** of the following types of beverages
* red wines
* white wines
* rosé Wines
* Champagne and sparkling wines
* fortified wines, including port and sherry
* spirits
* liqueurs
* cocktails
* keg beer
* bottled beer
* cask (real) ale
* non-alcoholic cold beverages
* non-alcoholic hot beverages
* alcoholic hot beverages
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| H30J 04 (4FB64) | Participate in the Production and Presentation of the Menu |
| What you must DO  | The assessor can assess statements P1- 14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -11 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |

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| H30K 04 (4FB65) | Manage Cellar Operations |
| What you must DO  | The assessor can assess statements P1- 14 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -12 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |
| What you mustCOVER in scope/range | There must be performance evidence, gathered through evaluating the candidate’s work to show that they have covered the following areas:* at least **one** from the following forms of legislation
* health and Safety
* licensing
* at least **two** from the following types of problems
* out-of-date stock
* stock shortages
* beverage quality issues
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| H30L 04 (4FB66) | Develop a Team to Provide Enhanced Levels of Food and Beverage Service |
| What you must DO  | The assessor can assess statements P1- 15 by;ObservationProducts of workWitness testimony Professional discussionCandidate statement |
| What you must know and understand | The assessor can assess statements K1 -14 by; Oral questions and/or written questionsProjectReflective accountProfessional discussionInferring knowledge and understanding |