

Unit PPL1GEN4 (HL15 04) Work Effectively as Part of a Hospitality Team

I confirm that the evidence detailed in this unit is my own work.

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| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
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I confirm that the candidate has achieved all the requirements of this unit.

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| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
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| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
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I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

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| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
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| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
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| **External Verifier’s initials and date (if sampled)** |  |

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| **Unit overview** |
| This unit is about making a useful contribution to the work of a team, ie the people you work with. 'Team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself. The unit includes accurately following instructions; working on time; helping others when they need help; communicating with the people you work with; getting feedback on what you do well and where you could improve and continuing to learn and develop yourself. |

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| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

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| **Performance criteria** |
| **You must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess PCs 1, 3-6 and 12 by directly observing the candidate’s work. PCs 2, 7, 8-11, and 13-17 may be assessed by alternative methods if observation is not possible. |
| **Plan and organise your work**  **1 Check that you understand the requirements of the work.**  2 Ask questions about things you do not understand.  **3 Follow instructions accurately.**  **4 Complete required tasks to the agreed level.**  **5 Organise everything you need for your work.**  **6 Keep your work area as clean and tidy as possible.**  7 Ask for help or support from the relevant person if you need it.  **Work effectively with team members**  8 Assist team members when they ask for help within the limits of your job role and if does not prevent you from completing your own work on time.  9 Pass on important information to team members as soon as possible.  10 Maintain good working relationships with team members.  11 Report any problems with working relationships to the relevant person.  **12 Communicate clearly and effectively with team members.**  **Develop your own skills**  13 Seek feedback on your work, receive and deal with this feedback positively.  14 Identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve upon.  15 Agree what you have to do to improve your work.  16 Agree a development plan with the relevant person.  17 Review and develop your plan. |

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| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | | | | | | | | | | | | |
| **What you must do** | | | | | | | | | | | | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | **11** | **12** | **13** | **14** | **15** | **16** | **17** |
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| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| 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 must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| **Plan and organise your work** | |  |
| 1 | Why it is essential to understand the requirements of the work. |  |
| 2 | The benefits to you and your team of planning and organising your work. |  |
| 3 | How to make the most efficient use of your time and avoid things that may unnecessarily disrupt it. |  |
| 4 | The benefits of keeping everything you need for your work organised and available. |  |
| 5 | How working safely and hygienically contributes to effective teamwork. |  |
| 6 | When to ask for help and who you can ask. |  |
| **Work effectively** | |  |
| 7 | Why effective teamwork is important. |  |
| 8 | The people in your team and how they fit into the organization. |  |
| 9 | The responsibilities of the team and why it is important to the organisation as a whole. |  |
| 10 | How to maintain good working relationships and co-operate with team members. |  |
| 11 | How to determine if helping a team member will prevent you from completing your own work on time. |  |
| 12 | The limits of your job role and what you can and cannot do when helping team members. |  |
| 13 | What could be important information that needs to be passed on to a team member and why you need to pass it on as soon as possible. |  |
| 14 | The types of positive behaviour that help the team to work well and the types that do not. |  |
| 15 | When, how and why you should report any problems with working relationships. |  |
| 16 | How to communicate clearly and why it is important. |  |
| **Develop your own skills** | |  |
| 17 | Why it is important to improve your knowledge and skills. |  |
| 18 | How to get feedback and how this can help you. |  |
| 19 | How a development plan should help to improve your work. |  |
| 20 | Why it is important to review your development plan regularly. |  |

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# Supplementary evidence

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| **Evidence** | | **Date** |
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| **Assessor feedback on completion of the unit** |
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