

# Unit title: Customer Care Excellence in Hospitality (SCQF L6)

# Unit code: J1NW 46

This resource contains a learner evidence recording template and an assessor observation checklist for use with assessment task 2 in the Assessment Support Pack for the unit J1NW 46 Customer Care Excellence in Hospitality (SCQF level 6).

## Assessment 2 task

### Outcome covered: 3

### Assessment task instructions

You are required to demonstrate your knowledge and skills during a practical activity where you can demonstrate that you can lead a small team (at least two other members and you as lead) to deliver excellence in customer care. This may take place, e.g. in a training restaurant as part of other activity or assessments.

You are also required to keep a portfolio and present this to your assessor to support your practical activity. This portfolio must include written / oral evidence to cover at least the following:

* Summary of your team and the practical activity (e.g. two inexperienced service team members, restaurant dinner service, 25 customers across six tables, three identified dietary needs, one special menu item not printed on menu, etc). A copy of the menu, seating plans, etc could be included as appropriate.
* Content of your team briefing.
* Summary of task allocation (and why).
* Issues identified during activity and how you dealt with these.
* Summary of how you gathered customer feedback (include questionnaire, etc. as appropriate).
* Analysis of feedback.
* Suggestions to improve customer experience.

Additional notes provided by your assessor.

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The template on the following pages can be used to record how you planned for, carried out and evaluated your practical activity. Your completed template, photographs, and any other relevant material can be collated into a portfolio of evidence that you can present to your assessor to support your practical activity.

NOTE: Remember to take pictures.

### Planning, carrying out and evaluating the service / practical activity

|  |  |  |
| --- | --- | --- |
| **Day:** | **Date:** | **Timing:** |

|  |
| --- |
| Summary of your team and the service / practical activity EG: two inexperienced service team members, restaurant dinner service, 25 customers across six tables, three identified dietary needs, one special menu item not printed on menu, etc. A copy of the menu, seating plans, etc could be included as appropriate. |
|  |
| Content of your team briefing What information do you need to give to your team members about the service or activity. How many guests / customers expected, any special requirements / allergens, preparation before service, during service, after service. |
|  |

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| Summary and explanation of task allocation |
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| Issues identified during activity and how you dealt with these |
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| Summary of how you gathered customer feedback (include questionnaire, etc., as appropriate) |
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| Analysis of feedback |
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| Suggestions to improve customer experience. |
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Your assessor will complete the following checklist, which clearly indicates what you are required to demonstrate. If opportunities do not arise for you to demonstrate parts of the required performance your assessor may ask questions to supplement your performance evidence.

### J1NW 46 Customer Care Excellence in Hospitality (SCQF L6)

### Outcome 3

### Assessor checklist

|  |  |
| --- | --- |
| Learner Name |  |
| Location for Assessment | *e.g. training restaurant* |
| Date of Assessment |  |

### PC (a) Plan and organise the work of a team to deliver excellent customer care

|  |  |
| --- | --- |
| Performance / Action | Assessor Comments |
| Team briefing |  |
| Allocation of tasks / duties (including why) |  |
| Ensure members understand standards required |  |
| Ensure team know any special arrangements (menu specials, dietary needs, allergens in items, etc.) |  |

### PC (b) Support team members in the delivery of excellent customer care

|  |  |
| --- | --- |
| Performance / Action | Assessor Comments |
| Awareness of area of responsibility and team involvement |  |
| Offer / provide support to team members as appropriate |  |
| Communicate with team effectively throughout practical activity |  |

### PC (c) Recognise and deal with sensitive issues

|  |  |
| --- | --- |
| Performance / Action | Assessor Comments |
|  |  |
|  |  |

### PC (d) Evaluate customer feedback and suggest ways for improvement

|  |  |
| --- | --- |
| Performance / Action | Assessor Comments |
| Gather feedback as appropriate |  |
| Analyse feedback |  |
| Share feedback at team debrief |  |
| Suggest ways to improve customer experience (based on feedback and/or other experiences) |  |

### Assessment Outcome

|  |  |  |
| --- | --- | --- |
| **Pass** | **Remediate** | **Re-assess** |

|  |  |
| --- | --- |
| Assessor’s signature and date |  |
| Learner’s signature and date |  |