

# Unit title: Leading a Hospitality Team (SCQF L6)

# Unit code: J1NX 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 J1NX 46 Leading a Hospitality Team (SCQF level 6).

## Assessment 2 task

### Outcome covered: 3

### Assessment task instructions

You are required to demonstrate your skills and knowledge as a team leader in a practical setting of a real or realistic work environment. Your assessor will observe your performance and complete the checklist at the end of this document. You may need more than one observed session in order to cover the required performance (e.g. over 2 or 3 weeks, perhaps).

You will need to keep a portfolio of evidence to supplement your practical performance and this should contain at least all of the following elements.

* Outline of your practical task (type of activity, special event, special requirements).
* Outline of the team you are leading (skills, knowledge, experience, etc — being aware of appropriate data protection).
* Outline of your team and personal (team member) objectives (what do you and the team need to achieve during this activity).
* Outline of how you decided to allocate tasks to your team.
* Summary of your team briefing.
* Summary of how you motivated your team.
* Summary of how you provided support and guidance to your team during the practical performance.
* Summary of the challenges experienced by your team (or team members) and how you identified and then overcame them.
* Summary of team debrief session including feedback and ideas from your team.

You will agree the practical team leadership task with your tutor in advance, but this will probably revolve around an element of food and beverage service and may be integrated with activity from other units such as Food and Beverage Operations and Customer Care Excellence in Hospitality, or may be a stand-alone activity.

The template on the following pages can be used to record how you planned for, carried out and evaluated your practical activity in your role as team leader. 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:** |

|  |
| --- |
| Outline of the practical task Briefly describe the type of activity, special event or any special requirements for this activity. |
|  |

|  |
| --- |
| Overall Team Objectives |
|  |
|  |
|  |

|  |
| --- |
| Team Leader Objectives (You) |
|  |
|  |
|  |

|  |
| --- |
| Individual Team Members Objectives |
|  |
|  |
|  |

|  |
| --- |
| Outline of how you decided to allocate tasks to your team |
|  |

|  |
| --- |
| Summary of your team briefingWhat information do you need to give to your team members about the service or activity? How many guests / customers are expected, any special requirements / allergens. Preparation before service, during service, after service. |
|  |

|  |
| --- |
| Summary of how you motivated your teamBefore, during and after service – how did you ensure they helped make this service a success? |
|  |

|  |
| --- |
| Summary of how you provided support and guidance to your team during the practical performance |
|  |

|  |
| --- |
| Summary of the challenges experienced by your team (or team members) and how you identified and then overcame them |
|  |

|  |
| --- |
| Summary of team debrief session including feedback and ideas from your teamInclude: guest feedback, team member feedback, and assessor feedback |
|  |

Your assessor will complete the following performance checklist during your practical activity session(s); you should read it carefully as it clearly identifies the leadership tasks your assessor will be observing. This checklist is about recording your leadership skills, not about practical food and beverage operational skills. It covers objective setting, communication, motivation, support and guidance for your team.

### J1NX 46 Leading a Hospitality Team (SCQF L6)

### Outcome 3

### Performance checklist

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

|  |  |
| --- | --- |
| Performance Criteria | Assessor Comments |
| Set objectives for team members individually |  |
| Set objectives for team  |   |
| Effective team brief |  |
| Use effective communication throughout the activity |  |
| Encourage team members to show initiative |  |
| Delegate tasks to team members appropriately |  |
| Develop trust and support of team |  |
| Motivate the team |  |
| Encourage the team to meet personal and team objectives |  |
| Provide guidance in overcoming challenges |  |
| Effective team debrief |  |

### Assessment Outcome

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

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