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Islamabad



# HOSPITALITY EXPERT



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**ASSESSMENT PACKAGE**  
National Vocational Certificate Level 2

Version 1 - November, 2019



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**Document Version**

November, 2019  
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# HOSPITALITY EXPERT



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**ASSESSMENT PACKAGE**  
National Vocational Certificate Level 2

**Version 1 - November, 2019**

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<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Maintain professional standards and environment throughout shift	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 3:30 hours</b>		

Candidate Details	Name: .....
	Registration/Roll Number: .....

Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b></p> <ol style="list-style-type: none"> <li><b>Assessment Task 1:</b> Demonstrate personal Hygiene key points, PPE, uniform throughout the shift</li> <li><b>Assessment Task 2:</b> Maintain the health, safety and security of the working environment</li> <li><b>Assessment Task 3:</b> Communicate and work with associates and team efficiently and effectively throughout the shift</li> <li><b>Assessment Task 4:</b> Check that all products and equipment are in good order</li> <li><b>Assessment Task 5:</b> Waste disposal</li> <li><b>Assessment Task 6:</b> Maintain tools and equipment</li> </ol> <p><b>And complete:</b></p> <ol style="list-style-type: none"> <li><b>Knowledge assessment test (Written or Oral)</b></li> <li><b>Portfolios at the time of assessment (if any)</b></li> </ol>
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Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 1: Identify recommended procedures for washing hands</p> <p>Performance criteria 2: List unsafe behavior at workplace minimum 5</p> <p>Performance criteria 3: Method to report on job accidents/emergencies promptly to the appropriate person</p> <p>Performance criteria 4: Evaluate if the uniform is fit for use or not. Possible signs of being clean, odorless and appropriate size</p>
	<p><b>Assessment Task 2</b></p> <p>Performance criteria 1: Identify any hazards or potential hazards in the work area</p> <p>Performance criteria 2: Implement correct procedure for handling hazard</p> <p>Performance criteria 3: Report any accidents or near accidents quickly and accurately to the appropriate person</p> <p>Performance criteria 4: Follow the organization's health and safety procedures in the work environment</p> <p>Performance criteria 5: Practice emergency procedures correctly</p> <p>Performance criteria 6: Follow the organization's security procedures</p>
	<p><b>Assessment Task 3</b></p> <p>Performance criteria 1: Effective communication within team and within organization</p>
	<p><b>Assessment Task 4</b></p> <p>Performance criteria 1: Operate equipment properly</p> <p>Performance criteria 2: Clean and store the equipment</p> <p>Performance criteria 3: Identify fault in the equipment</p> <p>Performance criteria 4: Report the fault in equipment to respective personnel</p>

	<p><b>Assessment Task 5</b></p> <p>Performance criteria 1: Wear appropriate attire</p> <p>Performance criteria 2: Prepare waste for disposal as per standard defined by the organization</p> <p>Performance criteria 3: Sanitize the waste containers following your workplace procedures</p>
	<p><b>Assessment Task 6</b></p> <p>Performance criteria 1: Inspect equipment and tools for any obvious fault or cleanliness</p> <p>Performance criteria 2: Report in case of any repair or replacement required to the concern department</p> <p>Performance criteria 3: Organize and store equipment as per organizational standard</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement							
Each Assessment Task (with performance criteria)							
<b>Assessment Task 1</b>				<b>Description of assessment task 1</b>			
Demonstrate personal Hygiene key points, PPE, uniform throughout the shift				Follow the personal hygiene and ppe by following organizational standards			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Identify recommended procedures for washing hands						
2	Performance criteria 2: List unsafe behavior at workplace minimum 5						
3	Performance criteria 3: Method to report on job accidents/emergencies promptly to the appropriate person						
4	Performance criteria 4: Evaluate if the uniform is fit for use or not. Possible signs of being clean, odorless and appropriate size						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Maintain the health, safety and security of the working environment		<b>Description of assessment task 2</b> Implement health and safety procedures within the secured working environment		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Identify any hazards or potential hazards in the work area			
2	Performance criteria 2: Implement correct procedure for handling hazard			
3	Performance criteria 3: Report any accidents or near accidents quickly and accurately to the appropriate person			
4	Performance criteria 4: Follow the organization's health and safety procedures in the work environment			
5	Performance criteria 5: Practice emergency procedures correctly			
6	Performance criteria 6: Follow the organization's security procedures			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Communicate and work with associates and team efficiently and effectively throughout the shift		<b>Description of assessment task 3</b> Communicate properly and work as a team efficiently throughout the shift		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Effective communication within team and within organization			
2	Performance criteria 2:			
3	Performance criteria 3:			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b> Check that all products and equipment are in good order		<b>Description of assessment task 4</b> Operate equipment, identify the condition and report fault in case there is		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Operate equipment properly			
2	Performance criteria 2: Clean and store the equipment			
3	Performance criteria 3: Identify fault in the equipment			
4	Performance criteria 4: Report the fault in equipment to respective personnel			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 5</b> Waste disposal		<b>Description of assessment task 5</b> Identify waste and adopt correct procedure for sanitization		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Wear appropriate attire			
2	Performance criteria 2: Prepare waste for disposal as per standard defined by the organization			
3	Performance criteria 3: Sanitize the waste containers following your workplace procedures			
4	Performance criteria 4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 6</b> Maintain tools and equipment		<b>Description of assessment task 6</b> Collect all tools and equipment to observe and identify any fault to report and get fixed		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Inspect equipment and tools for any obvious fault or cleanliness	..		
2	Performance criteria 2: Report in case of any repair or replacement required to the concern department			
3	Performance criteria 3: Organize and store equipment as per organizational standard			
4	Performance criteria 4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Develop communication and social skills for hospitality	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:00 hour</b>		

Candidate Details	Name: ..... Registration/Roll Number: .....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b></p> <p><b>9. Assessment Task 1:</b> Develop and use communication skills in a hospitality setting</p> <p><b>10. Assessment Task 2:</b> Develop and use social skills to handle guest complaints and complements in a hospitality setting</p> <p><b>And complete:</b></p> <p><b>11. Knowledge assessment test (Written or Oral)</b></p> <p><b>12. Portfolios at the time of assessment (if any)</b></p>
mum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 1: Understand the expectations of guests and associates in a hospitality setting</p> <p>Performance criteria 2: Develop technical and social communication skills</p> <p>Performance criteria 3: Apply communication skills in a hospitality setting</p>
	<p><b>Assessment Task 2</b></p> <p>Performance criteria 1: Understand the principles of developing and maintaining good relationships with guest and associates</p> <p>Performance criteria 2: Develop social skills</p> <p>Performance criteria 3: Apply social skills in a hospitality setting</p> <p>Performance criteria 4: Solve problems for guests</p> <p>Performance criteria 5: Handle complaints and complements within own role</p> <p>Performance criteria 6: Record information according to organizational procedures</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

Continued on following page

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
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)							
<b>Assessment Task 1</b> Develop and use communication skills in a hospitality setting				<b>Description of assessment task 1</b> Adopt communication skills to understand the expectations of the guests			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Understand the expectations of guests and associates in a hospitality setting						
2	Performance criteria 2: Develop technical and social communication skills						
3	Performance criteria 3: Apply communication skills in a hospitality setting						
4	.....						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Develop and use social skills to handle guest complaints and complements in a hospitality setting		<b>Description of assessment task 2</b> Develop good guest relationship to handle guest complaints and solve them		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Understand the principles of developing and maintaining good relationships with guest and associates			
2	Performance criteria 2: Develop social skills			
3	Performance criteria 3: Apply social skills in a hospitality setting			
4	Performance criteria 4: Solve problems for guests			
5	Performance criteria 5: Handle complaints and complements within own role			
6	Performance criteria 6: Record information according to organizational procedures			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b>		<b>Description of assessment task 3</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b>		<b>Description of assessment task 4</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Deliver effective guest service	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:00 hours</b>		

Candidate Details	Name: .....
	Registration/Roll Number: .....
Guidance for Candidate	<p><b>Competency Standard A To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b> Deliver effective guest service</p> <p><b>13. Assessment Task 1:</b> Deliver effective and efficient service for guests  <b>14. Assessment Task 2:</b> Meet and exceed guest expectations  <b>15. Assessment Task 3:</b> Handle telephone calls  <b>16. ....</b></p> <p><b>And complete:</b>  <b>17. Knowledge assessment test (Written or Oral)</b>  <b>18. Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 1:            Develop and maintain positive working relationships with guests  Performance criteria 2:            Deliver effective guest service at all times  Performance criteria 3:            Give guests a positive impression of self and the organization  .....</p>
	<p><b>Assessment Task 2</b></p> <p>Performance criteria 1:            Promote additional services or products to guests  Performance criteria 2:            Deal with guests across a language divide  Performance criteria 3:            Support the improvement of service reliability for guests  .....</p>
	<p><b>Assessment Task 3</b></p> <p>Performance criteria 1:            Answer telephone calls following organizational procedures  Performance criteria 2:            Use appropriate communication skills when answering telephone calls  Performance criteria 3:            Record appropriate details of telephone calls  Performance criteria 4:            Transfer telephone calls to others where appropriate  .....</p>

	<p><b>Assessment Task 4</b></p> <p>Performance Criteria 1:  Performance Criteria 2:  Performance Criteria 3:  .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio  Performance criteria 2 for the evaluation of portfolio  Performance criteria 3 for the evaluation of portfolio  .....</p>

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**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement							
Each Assessment Task (with performance criteria)							
<b>Assessment Task 1</b> Deliver effective and efficient service for guests				<b>Description of assessment task 1</b> Maintain organizational standards for the guest service			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Develop and maintain positive working relationships with guests						
2	Performance criteria 2: Deliver effective guest service at all times						
3	Performance criteria 3: Give guests a positive impression of self and the organization						
4	.....						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Meet and exceed guest expectations		<b>Description of assessment task 2</b> promote services and products to meet guest expectations		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Promote additional services or products to guests			
2	Performance criteria 2: Deal with guests across a language divide			
3	Performance criteria 3: Support the improvement of service reliability for guests			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Handle telephone calls		<b>Description of assessment task 3</b> Follow organizational standards for handling telephone calls		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Answer telephone calls following organizational procedures			
2	Performance criteria 2: Use appropriate communication skills when answering telephone calls			
3	Performance criteria 3: Record appropriate details of telephone calls			
4	Performance criteria 4: Transfer telephone calls to others where appropriate			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b>		<b>Description of assessment task 4</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Provide housekeeping services	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:30 hours</b>		

Candidate Details	Name: .....
	Registration/Roll Number: .....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b></p> <p><b>19. Assessment Task 1:</b> Maintain housekeeping supplies  <b>20. Assessment Task 2:</b> Collect linen and room makeup  <b>21. Assessment Task 3:</b> Carry out periodic room servicing and deep cleaning  <b>22. Assessment Task 4:</b> Clean and service public housekeeping areas</p> <p><b>And complete:</b></p> <p><b>23. Knowledge assessment test (Written or Oral)</b>  <b>24. Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 1:           Receive and check housekeeping supplies  Performance criteria 2:           Store and issue housekeeping supplies</p>
	<p><b>Assessment Task 2</b></p> <p>Performance criteria 1:           Receive and check clean linen  Performance criteria 2:           Store and issue clean linen  Performance criteria 3:           Collect clean Housekeeping linen  Performance criteria 4:           Strip and make beds</p>
	<p><b>Assessment Task 3</b></p> <p>Performance criteria 1:           Carry out periodic room servicing according to schedule  Performance criteria 2:           Carry out periodic deep cleaning according to schedule</p>
	<p><b>Assessment Task 4</b></p> <p>Performance criteria 1:           Clean and service toilet and bathroom areas  Performance criteria 2:           Clean and service furnished areas</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			
Each Assessment Task (with performance criteria)							
<b>Assessment Task 1</b> Maintain housekeeping supplies				<b>Description of assessment task 1</b> Maintain store inventory for housekeeping receiving and issuing			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Receive and check housekeeping supplies						
2	Performance criteria 2: Store and issue housekeeping supplies						
3	Performance criteria 3:						
4	.....						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Collect linen and room makeup				<b>Description of assessment task 2</b> collect clean linen for making beds			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Receive and check clean linen						
2	Performance criteria 2: Store and issue clean linen						
3	Performance criteria 3: Collect clean linen and bed coverings						
4	Performance criteria 4: Strip and make beds						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 3</b> Carry out periodic room servicing and deep cleaning		<b>Description of assessment task 3</b> follow the organizational standards to complete room cleaning task		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Carry out periodic room servicing according to schedule			
2	Performance criteria 2: Carry out periodic deep cleaning according to schedule			
3	Performance criteria 3:			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b> Clean and service public housekeeping areas		<b>Description of assessment task 4</b> Maintain public service areas cleanliness as per organizational standards		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Clean and service toilet and bathroom areas			
2	Performance criteria 2: Clean and service furnished areas			
3	Performance criteria 3:			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Provide food and beverage services	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 2:00 hours</b>		

Candidate Details	Name: .....  Registration/Roll Number: .....
Guidance for Candidate	<p><b>Competency Standard B</b>      <b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b> Co-ordinate the operation of the work area</p> <p>[=</p> <p><b>25. Assessment Task 1:</b> Prepare and clean equipment, materials and service areas for food and beverages service</p> <p><b>26. Assessment Task 2:</b> Greet guests and take orders</p> <p><b>27. Assessment Task 3:</b> Use appropriate methods and equipment to serve food &amp; beverages to the guests</p> <p><b>28. Assessment Task 4:</b> Secure payment using appropriate method</p> <p><b>29. Assessment Task 5:</b> Maintain food safety for operational work area when storing, holding and serving food</p> <p><b>And complete:</b></p> <p><b>30. Knowledge assessment test (Written or Oral)</b></p> <p><b>31. Portfolios at the time of assessment (if any)</b></p>

Minimum Evidence Required

**During a practical assessment, under observation by an assessor, you will complete:**

**Assessment Task 1**

- Performance criteria 1: Understand a range of food and beverage settings and cover lay-ups
- Performance criteria 2: Prepare and clean equipment and materials for food and beverages service in different settings
- Performance criteria 3: Prepare and clean service area for food and beverages service in different settings
- Performance criteria 4: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service
- Performance criteria 5: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use
- Performance criteria 6: Check that there are sufficient stocks of service items ready for service
- Performance criteria 7: Switch on appropriate service equipment in time to reach the recommended operating temperature
- Performance criteria 8: Display promotional materials ready for guest use
- Performance criteria 9: Check that refuse and waste food containers are clean and ready for use
- Performance criteria 10: Display food immediately before service, in line with operational procedures
- Performance criteria 11: Assemble for cleaning or store any reusable service items and equipment from the food service
- Performance criteria 12: Store condiments and accompaniments appropriate for future use in line with food hygiene legislation
- Performance criteria 13: Dispose of rubbish, used disposables and waste food following recommended procedures
- Performance criteria 14: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use

**Assessment Task 2**

- Performance criteria 1: Greet guests, identify their requirements and check any booking records as appropriate to the service operation
- Performance criteria 2: Provide guests with assistance on arrival
- Performance criteria 3: Make sure guests have access to the correct menu
- Performance criteria 4: Give accurate information on individual dishes according to guests' requirements
- Performance criteria 5: Take the opportunity to maximise the order using appropriate sales techniques
- Performance criteria 6: Identify, record and deal with their order promptly

**Assessment Task 3**

- Performance criteria 1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings
- Performance criteria 2: Prepare and serve drinks to guests in different settings
- Performance criteria 3: Maintain the food and beverage service throughout the shift
- Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests
- Performance criteria 5: Store food and equipment safely in line with organisational requirements
- Performance criteria 6: Dispose of waste in line with organisational requirements
- Performance criteria 7: Deal with unexpected situations in line with organisational guidelines

**Assessment Task 4**

- Performance criteria 1: Maintain clean and orderly checkout areas
- Performance criteria 2: Count float money at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Performance criteria 3: Prepare all the necessary items for making checks before the shifts starts and restock materials if required
- Performance criteria 4: Keep guest check ready at all times by posting food items as soon as possible
- Performance criteria 5: Re-check postings before handing over the check to the guest
- Performance criteria 6: Present the check to the guest according to the organisation's procedures
- Performance criteria 7: Receive payment by appropriate method and validate it if necessary
- Performance criteria 8: Carry out transactions without delay and give relevant confirmation to the guest
- Performance criteria 9: Give correct change for cash transactions
- Performance criteria 10: Make the payment point contents available for authorised collection when asked to
- Performance criteria 11: Look out for and report suspicious items or lost property

**Assessment Task 5**

- Performance criteria 1: Keep own self clean and hygienic
- Performance criteria 2: Keep the food outlet working area clean and hygienic
- Performance criteria 3: Store food safely
- Performance criteria 4: Hold and serve food safely

**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
- .....

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**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
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)							



<b>Assessment Task 1</b> Prepare and clean equipment, materials and service areas for food and beverages service		<b>Description of assessment task 1</b> Make food and beverage service area upto the mark as per organizational standards		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Understand a range of food and beverage settings and cover lay-ups			
2	Performance criteria 2: Prepare and clear equipment and materials for food and beverages service in different settings			
3	Performance criteria 3: Prepare and clear service area for food and beverages service in different settings			
4	Performance criteria 4: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service			
5	Performance criteria 5: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use			
6	Performance criteria 6: Check that there are sufficient stocks of service items ready for service			
7	Performance criteria 7: Switch on appropriate service equipment in time to reach the recommended operating temperature			
8	Performance criteria 8: Display promotional materials ready for guest use			
9	Performance criteria 9: Check that refuse and waste food containers are clean and ready for use			
10	Performance criteria 10: Display food immediately before service, in line with operational procedures			
11	Performance criteria 11: Assemble for cleaning or store any reusable service items and equipment from the food service			
12	Performance criteria 12: , store condiments and accompaniments for future use in line with food hygiene legislation			
13	Performance criteria 13: Dispose of rubbish, used disposables and waste food following recommended procedures			
14	Performance criteria 14: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 2</b> Greet guests and take orders		<b>Description of assessment task 2</b> Welcome the guest with protocols as per organizational standards to dine in		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Greet guests, identify their requirements and check any booking records as appropriate to the service operation			
2	Performance criteria 2: Provide guests with assistance on arrival			
3	Performance criteria 3: Make sure guests have access to the correct menu			
4	Performance criteria 4: Give accurate information on individual dishes according to guests' requirements			
5	Performance criteria 5: Take the opportunity to maximise the order using appropriate sales techniques			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Use appropriate methods and equipment to serve food & beverages to the guests		<b>Description of assessment task 3</b> Serve food and beverages to the guest according organizational standard methods		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings			
2	Performance criteria 2: Prepare and serve drinks to guests in different settings			
3	Performance criteria 3: Maintain the food and beverage service throughout the shift			
4	Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests			
5	Performance criteria 5: Store food and equipment safely in line with organizational requirements			
6	Performance criteria 6: Dispose of waste in line with organizational requirements			
7	Performance criteria 7: Deal with unexpected situations in line with organizational guidelines			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b> Secure payment using appropriate method		<b>Description of assessment task 4</b> At the time of payment secure the payment on organizational end as well as on guest's end		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Maintain clean and orderly checkout areas			
2	Performance criteria 2: Count float money at the beginning of shifts to ensure that amounts are correct and that there is adequate change			
3	Performance criteria 3: Prepare all the necessary items for making checks before the shifts starts and restock materials if required			
4	Performance criteria 4: Keep guest check ready at all times by posting food items as soon as possible			
5	Performance criteria 5: Re-check postings before handing over the check to the guest			
6	Performance criteria 6: Present the check to the guest according to the organisation's procedures			
7	Performance criteria 7: Receive payment by appropriate method and validate it if necessary			
8	Performance criteria 8: Carry out transactions without delay and give relevant confirmation to the guest			
9	Performance criteria 9: Give correct change for cash transactions			
10	Performance criteria 10: Make the payment point contents available for authorised collection when asked to			
11	Performance criteria 11: Look out for and report suspicious items or lost property			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 5</b> Maintain food safety for operational work area when storing, holding and serving food		<b>Description of assessment task 5</b> Follow the food safety procedure for handling, storing and serving food		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Keep own self clean and hygienic			
2	Performance criteria 2: Keep the food outlet working area clean and hygienic			
3	Performance criteria 3: Store food safely			
4	Performance criteria 4: Hold and serve food safely			
5	Performance criteria 5:			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Provide front office services	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:00 hour</b>		

Candidate Details	Name: ..... Registration/Roll Number: .....
Guidance for Candidate	<p><b>Competency Standard C To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b> Co-ordinate the operation of the work area</p> <p>[=</p> <p><b>32. Assessment Task 1:</b> Handle room reservation (Confirm, cancel and amend bookings)</p> <p><b>33. Assessment Task 2:</b> Handle check in and checkout of guests</p> <p><b>34. Assessment Task 3:</b> Prepare and maintain guest billing</p> <p><b>And complete:</b></p> <p><b>35. Knowledge assessment test (Written or Oral)</b></p> <p><b>36. Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 1: Deal with booking enquiries following organisational procedures according to the type of enquiry</p> <p>Performance criteria 2: Reply to the booking enquiry with accurate information</p> <p>Performance criteria 3: Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate</p> <p>Performance criteria 4: Invite your customers to make a booking where possible and take and record their details correctly</p> <p>Performance criteria 5: Allow for customer needs and requirements and follow organisation procedures accordingly</p> <p>Performance criteria 6: Deal with any confirmations, cancellations and amendments according to organizational procedures and requirements</p> <p>Performance criteria 7: Collect up to date information on rates, deals and third-party rules where applicable</p> <p>Performance criteria 8: Identify, check and follow up unconfirmed bookings in the booking system</p> <p>Performance criteria 9: Maintain records of all bookings in line with your organisation's procedures</p> <p>Performance criteria 10: Correctly identify customer requirements</p> <p>Performance criteria 11: Retrieve any customer booking details from the booking system and check them with the customer</p> <p>Performance criteria 12: Offer alternatives for any services that are not available as requested</p>

**Assessment Task 2**

Performance criteria 1:	Complete the registration document correctly
Performance criteria 2:	Give accurate information which meets customer needs
Performance criteria 3: when appropriate	Promote the services and facilities of your organization
Performance criteria 4:	Pass on customer details to the relevant departments in line with organisation's procedures
Performance criteria 5:	Enter charges regularly and accurately against customer accounts in the account system
Performance criteria 6: customer accounts	Record any account adjustments accurately against
Performance criteria 7:	File and store account documents correctly at all times
Performance criteria 8:	Complete customer accounts for the customer
Performance criteria 9: unauthorized people	Make sure customer accounts cannot be accessed by
Performance criteria 10: of chosen services and the final total amount to be paid	Ensure that customers are aware of the cost breakdown
Performance criteria 11:	Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached
Performance criteria 12:	Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits
Performance criteria 13:	Use correct procedures to maintain confidentiality of customers' purchases and payment information
Performance criteria 14:	Issue receipts and store payments so that all internal payment records are completed accurately
Performance criteria 15: and storing payments	Follow the organisation's procedures for issuing receipts
Performance criteria 16: required	Check customer account details and request payment as
Performance criteria 17:	Complete documentation and deal with it using the correct account or booking system
Performance criteria 18:	Complete all other procedures for customer departures
Performance criteria 19: and feed them back to the	Record customer comments, complaints and suggestions appropriate person or department
Performance criteria 20: appropriate	Promote establishment services and facilities as

**Assessment Task 3**

Performance criteria 1:	Ensure that change given for cash payments is accurate
Performance criteria 2:	Maintain the security of cash and other payments
Performance criteria 3:	Provide customers with legible and accurate receipts
Performance criteria 4: protected	Ensure that all payments are stored securely and
Performance criteria 5: customer departs	Prepare documents and other necessary items before the
Performance criteria 6:	Present the account to the customer for confirmation

**Assessment Task 4****Assessment Task 5**

	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>
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<b>Assessment Task 1</b> Handle room reservation (Confirm, cancel and amend bookings)		<b>Description of assessment task 1</b> Identify the confirmation and cancelation of reservations by following up the system		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Deal with booking enquiries following organisational procedures according to the type of enquiry			
2	Performance criteria 2: Reply to the booking enquiry with accurate information			
3	Performance criteria 3: Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate			
4	Performance criteria 4: Invite your customers to make a booking where possible and take and record their details correctly			
5	Performance criteria 5: Allow for customer needs and requirements and follow organisation procedures accordingly			
6	Performance criteria 6: Deal with any confirmations, cancellations and amendments according to organisational procedures and requirements			
7	Performance criteria 7: Collect up to date information on rates, deals and third-party rules where applicable			
8	Performance criteria 8: Identify, check and follow up unconfirmed bookings in the booking system			
9	Performance criteria 9: Maintain records of all bookings in line with your organisation's procedures			
10	Performance criteria 10: Correctly identify customer requirements			
11	Performance criteria 11: Retrieve any customer booking details from the booking system and check them with the customer			
12	Performance criteria 12: Offer alternatives for any services that are not available as requested			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 2</b> Handle check in and checkout of guests		<b>Description of assessment task 2</b> Follow the checkin and checkout procedure as organizational standard		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Complete the registration document correctly			
2	Performance criteria 2: Give accurate information which meets customer needs			
3	Performance criteria 3: Promote the services and facilities of your organisation when appropriate			
4	Performance criteria 4: Pass on customer details to the relevant departments in line with organisation's procedures			
5	Performance criteria 5: Enter charges regularly and accurately against customer accounts in the account system			
6	Performance criteria 6: Record any account adjustments accurately against customer accounts			
7	Performance criteria 7: File and store account documents correctly at all times			
8	Performance criteria 8: Complete customer accounts for the customer			
9	Performance criteria 9: Make sure customer accounts cannot be accessed by unauthorised people			
10	Performance criteria 10: Ensure that customers are aware of the cost breakdown of chosen services and the final total amount to be paid			
11	Performance criteria 11: Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached			
12	Performance criteria 12: Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits			
13	Performance criteria 13: Use correct procedures to maintain confidentiality of customers' purchases and payment information			
14	Performance criteria 14: Issue receipts and store payments so that all internal payment records are completed accurately			
15	Performance criteria 15: Follow the organisation's procedures for issuing receipts and storing			
16	Performance criteria 16: Check customer account details and request payment as required			
17	Performance criteria 17: Complete documentation and deal with it using the correct account or booking system			
18	Performance criteria 18: Complete all other procedures for customer departures			
19	Performance criteria 19: Record customer comments, complaints and suggestions and feed them back to the appropriate person or department			
20	Performance criteria 20: Promote establishment services and facilities as appropriate			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Prepare and maintain guest billing		<b>Description of assessment task 3</b> Confirm the payments with other departments at the time of preparing bill		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure that change given for cash payments is accurate			
2	Performance criteria 2: Maintain the security of cash and other payments			
3	Performance criteria 3: Provide customers with legible and accurate receipts			
4	Performance criteria 4: Ensure that all payments are stored securely and protected			
5	Performance criteria 5: Prepare documents and other necessary items before the customer departs			
6	Performance criteria 6: Present the account to the customer for confirmation			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b>		<b>Description of assessment task 4</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Portfolio (if any)</b>		<b>Description of portfolio</b>		
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>		Authentic <input type="checkbox"/>
		Valid <input type="checkbox"/>		Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Maintain professional standards and environment throughout shift	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 3:30 hours</b>		

Candidate Details	Name: ..... Registration/Roll Number: .....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b></p> <p><b>37. Assessment Task 1:</b> Demonstrate personal Hygiene key points, PPE, uniform throughout the shift</p> <p><b>38. Assessment Task 2:</b> Maintain the health, safety and security of the working environment</p> <p><b>39. Assessment Task 3:</b> Communicate and work with associates and team efficiently and effectively throughout the shift</p> <p><b>40. Assessment Task 4:</b> Check that all products and equipment are in good order</p> <p><b>41. Assessment Task 5:</b> Waste disposal</p> <p><b>42. Assessment Task 6:</b> Maintain tools and equipment</p> <p><b>And complete:</b></p> <p><b>43. Knowledge assessment test (Written or Oral)</b></p> <p><b>44. Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 5: Identify recommended procedures for washing hands</p> <p>Performance criteria 6: List unsafe behavior at workplace minimum 5</p> <p>Performance criteria 7: Method to report on job accidents/emergencies promptly to the appropriate person</p> <p>Performance criteria 8: Evaluate if the uniform is fit for use or not. Possible signs of being clean, odorless and appropriate size</p> <p><b>Assessment Task 2</b></p> <p>Performance criteria 7: Identify any hazards or potential hazards in the work area</p> <p>Performance criteria 8: Implement correct procedure for handling hazard</p> <p>Performance criteria 9: Report any accidents or near accidents quickly and accurately to the appropriate person</p> <p>Performance criteria 10: Follow the organization's health and safety procedures in the work environment</p> <p>Performance criteria 11: Practice emergency procedures correctly</p> <p>Performance criteria 12: Follow the organization's security procedures</p> <p><b>Assessment Task 3</b></p> <p>Performance criteria 2: Effective communication within team and within organization</p> <p><b>Assessment Task 4</b></p> <p>Performance criteria 5: Operate equipment properly</p> <p>Performance criteria 6: Clean and store the equipment</p> <p>Performance criteria 7: Identify fault in the equipment</p> <p>Performance criteria 8: Report the fault in equipment to respective personnel</p>

	<p><b>Assessment Task 5</b></p> <p>Performance criteria 4: Wear appropriate attire</p> <p>Performance criteria 5: Prepare waste for disposal as per standard defined by the organization</p> <p>Performance criteria 6: Sanitize the waste containers following your workplace procedures</p>
	<p><b>Assessment Task 6</b></p> <p>Performance criteria 4: Inspect equipment and tools for any obvious fault or cleanliness</p> <p>Performance criteria 5: Report in case of any repair or replacement required to the concern department</p> <p>Performance criteria 6: Organize and store equipment as per organizational standard</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

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**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement							
Each Assessment Task (with performance criteria)							
<b>Assessment Task 1</b>				<b>Description of assessment task 1</b>			
Demonstrate personal Hygiene key points, PPE, uniform throughout the shift				Follow the personal hygiene and ppe by following organizational standards			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Identify recommended procedures for washing hands						
2	Performance criteria 2: List unsafe behavior at workplace minimum 5						
3	Performance criteria 3: Method to report on job accidents/emergencies promptly to the appropriate person						
4	Performance criteria 4: Evaluate if the uniform is fit for use or not. Possible signs of being clean, odorless and appropriate size						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Maintain the health, safety and security of the working environment		<b>Description of assessment task 2</b> Implement health and safety procedures within the secured working environment		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Identify any hazards or potential hazards in the work area			
2	Performance criteria 2: Implement correct procedure for handling hazard			
3	Performance criteria 3: Report any accidents or near accidents quickly and accurately to the appropriate person			
4	Performance criteria 4: Follow the organization's health and safety procedures in the work environment			
5	Performance criteria 5: Practice emergency procedures correctly			
6	Performance criteria 6: Follow the organization's security procedures			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Communicate and work with associates and team efficiently and effectively throughout the shift		<b>Description of assessment task 3</b> Communicate properly and work as a team efficiently throughout the shift		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Effective communication within team and within organization			
2	Performance criteria 2:			
3	Performance criteria 3:			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b> Check that all products and equipment are in good order		<b>Description of assessment task 4</b> Operate equipment, identify the condition and report fault in case there is		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Operate equipment properly			
2	Performance criteria 2: Clean and store the equipment			
3	Performance criteria 3: Identify fault in the equipment			
4	Performance criteria 4: Report the fault in equipment to respective personnel			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 5</b> Waste disposal		<b>Description of assessment task 5</b> Identify waste and adopt correct procedure for sanitization		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Wear appropriate attire			
2	Performance criteria 2: Prepare waste for disposal as per standard defined by the organization			
3	Performance criteria 3: Sanitize the waste containers following your workplace procedures			
4	Performance criteria 4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 6</b> Maintain tools and equipment		<b>Description of assessment task 6</b> Collect all tools and equipment to observe and identify any fault to report and get fixed		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Inspect equipment and tools for any obvious fault or cleanliness	..		
2	Performance criteria 2: Report in case of any repair or replacement required to the concern department			
3	Performance criteria 3: Organize and store equipment as per organizational standard			
4	Performance criteria 4			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Develop communication and social skills for hospitality	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:00 hour</b>		

Candidate Details	Name: ..... Registration/Roll Number: .....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b></p> <p><b>45. Assessment Task 1:</b> Develop and use communication skills in a hospitality setting</p> <p><b>46. Assessment Task 2:</b> Develop and use social skills to handle guest complaints and complements in a hospitality setting</p> <p><b>And complete:</b></p> <p><b>47. Knowledge assessment test (Written or Oral)</b></p> <p><b>48. Portfolios at the time of assessment (if any)</b></p>
mum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 4: Understand the expectations of guests and associates in a hospitality setting</p> <p>Performance criteria 5: Develop technical and social communication skills</p> <p>Performance criteria 6: Apply communication skills in a hospitality setting</p>
	<p><b>Assessment Task 2</b></p> <p>Performance criteria 7: Understand the principles of developing and maintaining good relationships with guest and associates</p> <p>Performance criteria 8: Develop social skills</p> <p>Performance criteria 9: Apply social skills in a hospitality setting</p> <p>Performance criteria 10: Solve problems for guests</p> <p>Performance criteria 11: Handle complaints and complements within own role</p> <p>Performance criteria 12: Record information according to organizational procedures</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>

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**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
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)							
<b>Assessment Task 1</b> Develop and use communication skills in a hospitality setting				<b>Description of assessment task 1</b> Adopt communication skills to understand the expectations of the guests			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Understand the expectations of guests and associates in a hospitality setting						
2	Performance criteria 2: Develop technical and social communication skills						
3	Performance criteria 3: Apply communication skills in a hospitality setting						
4	.....						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Develop and use social skills to handle guest complaints and complements in a hospitality setting		<b>Description of assessment task 2</b> Develop good guest relationship to handle guest complaints and solve them		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Understand the principles of developing and maintaining good relationships with guest and associates			
2	Performance criteria 2: Develop social skills			
3	Performance criteria 3: Apply social skills in a hospitality setting			
4	Performance criteria 4: Solve problems for guests			
5	Performance criteria 5: Handle complaints and complements within own role			
6	Performance criteria 6: Record information according to organizational procedures			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b>		<b>Description of assessment task 3</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b>		<b>Description of assessment task 4</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Deliver effective guest service	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:00 hours</b>		

Candidate Details	Name: .....
	Registration/Roll Number: .....
Guidance for Candidate	<p><b>Competency Standard D To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b> Deliver effective guest service</p> <p><b>49. Assessment Task 1:</b> Deliver effective and efficient service for guests  <b>50. Assessment Task 2:</b> Meet and exceed guest expectations  <b>51. Assessment Task 3:</b> Handle telephone calls  <b>52. ....</b></p> <p><b>And complete:</b>  <b>53. Knowledge assessment test (Written or Oral)</b>  <b>54. Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 4: Develop and maintain positive working relationships with guests  Performance criteria 5: Deliver effective guest service at all times  Performance criteria 6: Give guests a positive impression of self and the organization  .....</p>
	<p><b>Assessment Task 2</b></p> <p>Performance criteria 4: Promote additional services or products to guests  Performance criteria 5: Deal with guests across a language divide  Performance criteria 6: Support the improvement of service reliability for guests  .....</p>
	<p><b>Assessment Task 3</b></p> <p>Performance criteria 5: Answer telephone calls following organizational procedures  Performance criteria 6: Use appropriate communication skills when answering telephone calls  Performance criteria 7: Record appropriate details of telephone calls  Performance criteria 8: Transfer telephone calls to others where appropriate  .....</p>

	<p><b>Assessment Task 4</b></p> <p>Performance Criteria 1:  Performance Criteria 2:  Performance Criteria 3:  .....</p>
	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio  Performance criteria 2 for the evaluation of portfolio  Performance criteria 3 for the evaluation of portfolio  .....</p>

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**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓		✓		
Knowledge Assessment	✓	✓					
Other Requirement							
Each Assessment Task (with performance criteria)							
<b>Assessment Task 1</b> Deliver effective and efficient service for guests				<b>Description of assessment task 1</b> Maintain organizational standards for the guest service			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Develop and maintain positive working relationships with guests						
2	Performance criteria 2: Deliver effective guest service at all times						
3	Performance criteria 3: Give guests a positive impression of self and the organization						
4	.....						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Meet and exceed guest expectations		<b>Description of assessment task 2</b> promote services and products to meet guest expectations		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Promote additional services or products to guests			
2	Performance criteria 2: Deal with guests across a language divide			
3	Performance criteria 3: Support the improvement of service reliability for guests			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Handle telephone calls		<b>Description of assessment task 3</b> Follow organizational standards for handling telephone calls		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Answer telephone calls following organizational procedures			
2	Performance criteria 2: Use appropriate communication skills when answering telephone calls			
3	Performance criteria 3: Record appropriate details of telephone calls			
4	Performance criteria 4: Transfer telephone calls to others where appropriate			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b>		<b>Description of assessment task 4</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		



Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Provide housekeeping services	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:30 hours</b>		

Candidate Details	Name: .....
	Registration/Roll Number: .....
Guidance for Candidate	<p><b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b></p> <p><b>55. Assessment Task 1:</b> Maintain housekeeping supplies  <b>56. Assessment Task 2:</b> Collect linen and room makeup  <b>57. Assessment Task 3:</b> Carry out periodic room servicing and deep cleaning  <b>58. Assessment Task 4:</b> Clean and service public housekeeping areas</p> <p><b>And complete:</b></p> <p><b>59. Knowledge assessment test (Written or Oral)</b>  <b>60. Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 3:           Receive and check housekeeping supplies  Performance criteria 4:           Store and issue housekeeping supplies</p>
	<p><b>Assessment Task 2</b></p> <p>Performance criteria 5:           Receive and check clean linen  Performance criteria 6:           Store and issue clean linen  Performance criteria 7:           Collect clean Housekeeping linen  Performance criteria 8:           Strip and make beds</p>
	<p><b>Assessment Task 3</b></p> <p>Performance criteria 3:           Carry out periodic room servicing according to schedule  Performance criteria 4:           Carry out periodic deep cleaning according to schedule</p>
	<p><b>Assessment Task 4</b></p> <p>Performance criteria 3:           Clean and service toilet and bathroom areas  Performance criteria 4:           Clean and service furnished areas</p>

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
	Written	Oral	Observation	Portfolio	Role Play	Competent	Not Yet Competent
Nature of Activity							
Practical Skill Demonstration			✓				
Knowledge Assessment	✓	✓					
Other Requirement				✓			
Each Assessment Task (with performance criteria)							
<b>Assessment Task 1</b> Maintain housekeeping supplies				<b>Description of assessment task 1</b> Maintain store inventory for housekeeping receiving and issuing			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Receive and check housekeeping supplies						
2	Performance criteria 2: Store and issue housekeeping supplies						
3	Performance criteria 3:						
4	.....						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 2</b> Collect linen and room makeup				<b>Description of assessment task 2</b> collect clean linen for making beds			
During the practical assessment, candidate demonstrated the following:					Yes	No	Remarks
1	Performance criteria 1: Receive and check clean linen						
2	Performance criteria 2: Store and issue clean linen						
3	Performance criteria 3: Collect clean linen and bed coverings						
4	Performance criteria 4: Strip and make beds						
Competent <input type="checkbox"/>				Not Yet Competent <input type="checkbox"/>			

<b>Assessment Task 3</b> Carry out periodic room servicing and deep cleaning		<b>Description of assessment task 3</b> follow the organizational standards to complete room cleaning task		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Carry out periodic room servicing according to schedule			
2	Performance criteria 2: Carry out periodic deep cleaning according to schedule			
3	Performance criteria 3:			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b> Clean and service public housekeeping areas		<b>Description of assessment task 4</b> Maintain public service areas cleanliness as per organizational standards		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Clean and service toilet and bathroom areas			
2	Performance criteria 2: Clean and service furnished areas			
3	Performance criteria 3:			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio		
Current <input type="checkbox"/>	Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks
1	Performance criteria 1			
2	Performance criteria 2			
3	Performance criteria 3			
4	.....			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Provide food and beverage services	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 2:00 hours</b>		

Candidate Details	Name: .....  Registration/Roll Number: .....
Guidance for Candidate	<p><b>Competency Standard E</b>      <b>To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b> Co-ordinate the operation of the work area</p> <p>[=</p> <p><b>61. Assessment Task 1:</b> Prepare and clean equipment, materials and service areas for food and beverages service</p> <p><b>62. Assessment Task 2:</b> Greet guests and take orders</p> <p><b>63. Assessment Task 3:</b> Use appropriate methods and equipment to serve food &amp; beverages to the guests</p> <p><b>64. Assessment Task 4:</b> Secure payment using appropriate method</p> <p><b>65. Assessment Task 5:</b> Maintain food safety for operational work area when storing, holding and serving food</p> <p><b>And complete:</b></p> <p><b>66. Knowledge assessment test (Written or Oral)</b></p> <p><b>67. Portfolios at the time of assessment (if any)</b></p>

Minimum Evidence Required

**During a practical assessment, under observation by an assessor, you will complete:**

**Assessment Task 1**

- Performance criteria 15: Understand a range of food and beverage settings and cover lay-ups
- Performance criteria 16: Prepare and clean equipment and materials for food and beverages service in different settings
- Performance criteria 17: Prepare and clean service area for food and beverages service in different settings
- Performance criteria 18: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service
- Performance criteria 19: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use
- Performance criteria 20: Check that there are sufficient stocks of service items ready for service
- Performance criteria 21: Switch on appropriate service equipment in time to reach the recommended operating temperature
- Performance criteria 22: Display promotional materials ready for guest use
- Performance criteria 23: Check that refuse and waste food containers are clean and ready for use
- Performance criteria 24: Display food immediately before service, in line with operational procedures
- Performance criteria 25: Assemble for cleaning or store any reusable service items and equipment from the food service
- Performance criteria 26: Store condiments and accompaniments appropriate for future use in line with food hygiene legislation
- Performance criteria 27: Dispose of rubbish, used disposables and waste food following recommended procedures
- Performance criteria 28: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use

**Assessment Task 2**

- Performance criteria 7: Greet guests, identify their requirements and check any booking records as appropriate to the service operation
  - Performance criteria 8: Provide guests with assistance on arrival
  - Performance criteria 9: Make sure guests have access to the correct menu
  - Performance criteria 10: Give accurate information on individual dishes according to guests' requirements
  - Performance criteria 11: Take the opportunity to maximise the order using appropriate sales techniques
  - Performance criteria 12: Identify, record and deal with their order promptly
- .....

**Assessment Task 3**

- Performance criteria 8: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings
- Performance criteria 9: Prepare and serve drinks to guests in different settings
- Performance criteria 10: Maintain the food and beverage service throughout the shift
- Performance criteria 11: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests
- Performance criteria 12: Store food and equipment safely in line with organisational requirements
- Performance criteria 13: Dispose of waste in line with organisational requirements
- Performance criteria 14: Deal with unexpected situations in line with organisational guidelines

**Assessment Task 4**

- Performance criteria 12: Maintain clean and orderly checkout areas
- Performance criteria 13: Count float money at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Performance criteria 14: Prepare all the necessary items for making checks before the shifts starts and restock materials if required
- Performance criteria 15: Keep guest check ready at all times by posting food items as soon as possible
- Performance criteria 16: Re-check postings before handing over the check to the guest
- Performance criteria 17: Present the check to the guest according to the organisation's procedures
- Performance criteria 18: Receive payment by appropriate method and validate it if necessary
- Performance criteria 19: Carry out transactions without delay and give relevant confirmation to the guest
- Performance criteria 20: Give correct change for cash transactions
- Performance criteria 21: Make the payment point contents available for authorised collection when asked to
- Performance criteria 22: Look out for and report suspicious items or lost property

**Assessment Task 5**

- Performance criteria 5: Keep own self clean and hygienic
- Performance criteria 6: Keep the food outlet working area clean and hygienic
- Performance criteria 7: Store food safely
- Performance criteria 8: Hold and serve food safely

**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
- .....

*Continued on following page*

**Assessors Judgment Guide** (to be completed by the Assessor and signed both by the assessor and the candidate after the assessment)

Candidate Details	Name: ..... Registration/Roll Number: ..... Candidate Signature:.....
Assessment Outcome	COMPETENT <input type="checkbox"/> NOT YET COMPETENT <input type="checkbox"/> Name of the Assessor: ..... Assessor's code: ..... Signature of the Assessor:.....

Assessment Summary (to be filled by the assessor)							
Activity	Method					Result	
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)							



<b>Assessment Task 1</b> Prepare and clean equipment, materials and service areas for food and beverages service		<b>Description of assessment task 1</b> Make food and beverage service area upto the mark as per organizational standards		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Understand a range of food and beverage settings and cover lay-ups			
2	Performance criteria 2: Prepare and clear equipment and materials for food and beverages service in different settings			
3	Performance criteria 3: Prepare and clear service area for food and beverages service in different settings			
4	Performance criteria 4: Demonstrate safe and hygienic working practices when preparing and clearing dining and service areas and equipment for food and beverage service			
5	Performance criteria 5: Check at the beginning of a shift that the work area and service equipment are hygienic, free from damage and prepared ready for use			
6	Performance criteria 6: Check that there are sufficient stocks of service items ready for service			
7	Performance criteria 7: Switch on appropriate service equipment in time to reach the recommended operating temperature			
8	Performance criteria 8: Display promotional materials ready for guest use			
9	Performance criteria 9: Check that refuse and waste food containers are clean and ready for use			
10	Performance criteria 10: Display food immediately before service, in line with operational procedures			
11	Performance criteria 11: Assemble for cleaning or store any reusable service items and equipment from the food service			
12	Performance criteria 12: , store condiments and accompaniments for future use in line with food hygiene legislation			
13	Performance criteria 13: Dispose of rubbish, used disposables and waste food following recommended procedures			
14	Performance criteria 14: Check at the end of a shift that the work area and service equipment are clean, free from damage and ready for future use			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 2</b> Greet guests and take orders		<b>Description of assessment task 2</b> Welcome the guest with protocols as per organizational standards to dine in		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Greet guests, identify their requirements and check any booking records as appropriate to the service operation			
2	Performance criteria 2: Provide guests with assistance on arrival			
3	Performance criteria 3: Make sure guests have access to the correct menu			
4	Performance criteria 4: Give accurate information on individual dishes according to guests' requirements			
5	Performance criteria 5: Take the opportunity to maximise the order using appropriate sales techniques			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Use appropriate methods and equipment to serve food & beverages to the guests		<b>Description of assessment task 3</b> Serve food and beverages to the guest according organizational standard methods		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Use appropriate methods and equipment to serve food and accompaniments to guests in different settings			
2	Performance criteria 2: Prepare and serve drinks to guests in different settings			
3	Performance criteria 3: Maintain the food and beverage service throughout the shift			
4	Performance criteria 4: Demonstrate safe and hygienic working practices when serving food, accompaniments, and beverages to guests			
5	Performance criteria 5: Store food and equipment safely in line with organizational requirements			
6	Performance criteria 6: Dispose of waste in line with organizational requirements			
7	Performance criteria 7: Deal with unexpected situations in line with organizational guidelines			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b> Secure payment using appropriate method		<b>Description of assessment task 4</b> At the time of payment secure the payment on organizational end as well as on guest's end		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Maintain clean and orderly checkout areas			
2	Performance criteria 2: Count float money at the beginning of shifts to ensure that amounts are correct and that there is adequate change			
3	Performance criteria 3: Prepare all the necessary items for making checks before the shifts starts and restock materials if required			
4	Performance criteria 4: Keep guest check ready at all times by posting food items as soon as possible			
5	Performance criteria 5: Re-check postings before handing over the check to the guest			
6	Performance criteria 6: Present the check to the guest according to the organisation's procedures			
7	Performance criteria 7: Receive payment by appropriate method and validate it if necessary			
8	Performance criteria 8: Carry out transactions without delay and give relevant confirmation to the guest			
9	Performance criteria 9: Give correct change for cash transactions			
10	Performance criteria 10: Make the payment point contents available for authorised collection when asked to			
11	Performance criteria 11: Look out for and report suspicious items or lost property			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 5</b> Maintain food safety for operational work area when storing, holding and serving food		<b>Description of assessment task 5</b> Follow the food safety procedure for handling, storing and serving food		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Keep own self clean and hygienic			
2	Performance criteria 2: Keep the food outlet working area clean and hygienic			
3	Performance criteria 3: Store food safely			
4	Performance criteria 4: Hold and serve food safely			
5	Performance criteria 5:			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

<b>Title of Qualification:</b> Hospitality Expert	CS Code:	Level: 2	Version: 1
<b>Competency Standard Title:</b> Provide front office services	<b>Assessment Date (DD/MM/YY):</b>  <b>Time Duration: 1:00 hour</b>		

Candidate Details	Name: ..... Registration/Roll Number: .....
Guidance for Candidate	<p><b>Competency Standard F To meet this standard, you are required to complete the following within the given time frame (for practical demonstration &amp; assessment):</b> Co-ordinate the operation of the work area</p> <p>[=</p> <p><b>68. Assessment Task 1:</b> Handle room reservation (Confirm, cancel and amend bookings)</p> <p><b>69. Assessment Task 2:</b> Handle check in and checkout of guests</p> <p><b>70. Assessment Task 3:</b> Prepare and maintain guest billing</p> <p><b>And complete:</b></p> <p><b>71. Knowledge assessment test (Written or Oral)</b></p> <p><b>72. Portfolios at the time of assessment (if any)</b></p>
Minimum Evidence Required	<p><b>During a practical assessment, under observation by an assessor, you will complete:</b></p> <p><b>Assessment Task 1</b></p> <p>Performance criteria 13: Deal with booking enquiries following organisational procedures according to the type of enquiry</p> <p>Performance criteria 14: Reply to the booking enquiry with accurate information</p> <p>Performance criteria 15: Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate</p> <p>Performance criteria 16: Invite your customers to make a booking where possible and take and record their details correctly</p> <p>Performance criteria 17: Allow for customer needs and requirements and follow organisation procedures accordingly</p> <p>Performance criteria 18: Deal with any confirmations, cancellations and amendments according to organizational procedures and requirements</p> <p>Performance criteria 19: Collect up to date information on rates, deals and third-party rules where applicable</p> <p>Performance criteria 20: Identify, check and follow up unconfirmed bookings in the booking system</p> <p>Performance criteria 21: Maintain records of all bookings in line with your organisation's procedures</p> <p>Performance criteria 22: Correctly identify customer requirements</p> <p>Performance criteria 23: Retrieve any customer booking details from the booking system and check them with the customer</p> <p>Performance criteria 24: Offer alternatives for any services that are not available as requested</p>

	<p><b>Assessment Task 2</b></p> <p>Performance criteria 21: Complete the registration document correctly</p> <p>Performance criteria 22: Give accurate information which meets customer needs</p> <p>Performance criteria 23: Promote the services and facilities of your organization when appropriate</p> <p>Performance criteria 24: Pass on customer details to the relevant departments in line with organisation's procedures</p> <p>Performance criteria 25: Enter charges regularly and accurately against customer accounts in the account system</p> <p>Performance criteria 26: Record any account adjustments accurately against customer accounts</p> <p>Performance criteria 27: File and store account documents correctly at all times</p> <p>Performance criteria 28: Complete customer accounts for the customer</p> <p>Performance criteria 29: Make sure customer accounts cannot be accessed by unauthorized people</p> <p>Performance criteria 30: Ensure that customers are aware of the cost breakdown of chosen services and the final total amount to be paid</p> <p>Performance criteria 31: Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached</p> <p>Performance criteria 32: Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits</p> <p>Performance criteria 33: Use correct procedures to maintain confidentiality of customers' purchases and payment information</p> <p>Performance criteria 34: Issue receipts and store payments so that all internal payment records are completed accurately</p> <p>Performance criteria 35: Follow the organisation's procedures for issuing receipts and storing payments</p> <p>Performance criteria 36: Check customer account details and request payment as required</p> <p>Performance criteria 37: Complete documentation and deal with it using the correct account or booking system</p> <p>Performance criteria 38: Complete all other procedures for customer departures</p> <p>Performance criteria 39: Record customer comments, complaints and suggestions and feed them back to the appropriate person or department</p> <p>Performance criteria 40: Promote establishment services and facilities as appropriate</p>
	<p><b>Assessment Task 3</b></p> <p>Performance criteria 7: Ensure that change given for cash payments is accurate</p> <p>Performance criteria 8: Maintain the security of cash and other payments</p> <p>Performance criteria 9: Provide customers with legible and accurate receipts</p> <p>Performance criteria 10: Ensure that all payments are stored securely and protected</p> <p>Performance criteria 11: Prepare documents and other necessary items before the customer departs</p> <p>Performance criteria 12: Present the account to the customer for confirmation</p>
	<p><b>Assessment Task 4</b></p>
	<p><b>Assessment Task 5</b></p>

	<p><b>Portfolios required at the time of assessment (if any) for</b></p> <p>Performance criteria 1 for the evaluation of portfolio</p> <p>Performance criteria 2 for the evaluation of portfolio</p> <p>Performance criteria 3 for the evaluation of portfolio</p> <p>.....</p>
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Each Assessment Task (with performance criteria)				
Assessment Task 1		Description of assessment task 1		
Handle room reservation (Confirm, cancel and amend bookings)		Identify the confirmation and cancelation of reservations by following up the system		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Deal with booking enquiries following organisational procedures according to the type of enquiry			
2	Performance criteria 2: Reply to the booking enquiry with accurate information			
3	Performance criteria 3: Take the opportunity to sell other products and services within the communication back to the customer where possible and appropriate			
4	Performance criteria 4: Invite your customers to make a booking where possible and take and record their details correctly			
5	Performance criteria 5: Allow for customer needs and requirements and follow organisation procedures accordingly			
6	Performance criteria 6: Deal with any confirmations, cancellations and amendments according to organisational procedures and requirements			
7	Performance criteria 7: Collect up to date information on rates, deals and third-party rules where applicable			
8	Performance criteria 8: Identify, check and follow up unconfirmed bookings in the booking system			
9	Performance criteria 9: Maintain records of all bookings in line with your organisation's procedures			
10	Performance criteria 10: Correctly identify customer requirements			
11	Performance criteria 11: Retrieve any customer booking details from the booking system and check them with the customer			
12	Performance criteria 12: Offer alternatives for any services that are not available as requested			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 2</b> Handle check in and checkout of guests		<b>Description of assessment task 2</b> Follow the checkin and checkout procedure as organizational standard		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Complete the registration document correctly			
2	Performance criteria 2: Give accurate information which meets customer needs			
3	Performance criteria 3: Promote the services and facilities of your organisation when appropriate			
4	Performance criteria 4: Pass on customer details to the relevant departments in line with organisation's procedures			
5	Performance criteria 5: Enter charges regularly and accurately against customer accounts in the account system			
6	Performance criteria 6: Record any account adjustments accurately against customer accounts			
7	Performance criteria 7: File and store account documents correctly at all times			
8	Performance criteria 8: Complete customer accounts for the customer			
9	Performance criteria 9: Make sure customer accounts cannot be accessed by unauthorised people			
10	Performance criteria 10: Ensure that customers are aware of the cost breakdown of chosen services and the final total amount to be paid			
11	Performance criteria 11: Ensure that customers are aware of the methods of payment that are acceptable, and any charges or restrictions that may be attached			
12	Performance criteria 12: Follow organisation's policies and procedures regarding payment discrepancies, non-cash payments, transaction values, and limits			
13	Performance criteria 13: Use correct procedures to maintain confidentiality of customers' purchases and payment information			
14	Performance criteria 14: Issue receipts and store payments so that all internal payment records are completed accurately			
15	Performance criteria 15: Follow the organisation's procedures for issuing receipts and storing			
16	Performance criteria 16: Check customer account details and request payment as required			
17	Performance criteria 17: Complete documentation and deal with it using the correct account or booking system			
18	Performance criteria 18: Complete all other procedures for customer departures			
19	Performance criteria 19: Record customer comments, complaints and suggestions and feed them back to the			

	appropriate person or department			
20	Performance criteria 20: Promote establishment services and facilities as appropriate			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 3</b> Prepare and maintain guest billing		<b>Description of assessment task 3</b> Confirm the payments with other departments at the time of preparing bill		
During the practical assessment, candidate demonstrated the following:		Yes	No	Remarks
1	Performance criteria 1: Ensure that change given for cash payments is accurate			
2	Performance criteria 2: Maintain the security of cash and other payments			
3	Performance criteria 3: Provide customers with legible and accurate receipts			
4	Performance criteria 4: Ensure that all payments are stored securely and protected			
5	Performance criteria 5: Prepare documents and other necessary items before the customer departs			
6	Performance criteria 6: Present the account to the customer for confirmation			
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

<b>Assessment Task 4</b>		<b>Description of assessment task 4</b>		
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 <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>		

Portfolio (if any)		Description of portfolio			
Current <input type="checkbox"/>		Sufficient <input type="checkbox"/>	Authentic <input type="checkbox"/>	Valid <input type="checkbox"/>	Reliable <input type="checkbox"/>
Portfolio meet the following performance standards:		Yes	No	Remarks	
1	Performance criteria 1				
2	Performance criteria 2				
3	Performance criteria 3				
4	.....				
Competent <input type="checkbox"/>		Not Yet Competent <input type="checkbox"/>			

