

SAMPLE ASSESSMENT MATERIAL

UNIT 9: HOSPITALITY SERVICES



This example assignment has been developed by AQA-City & Guilds as part of a QCDA funded project and has been reviewed by practitioners, representatives of sector and awarding organisations and QCDA.

Hospitality Diploma

Level 3 Unit 9 Hospitality Services

Sample assessment material - information for teachers

This assignment brief is provided as an example only. Consortia may produce their own assignment brief in line with the assessment section of the unit, based on their local delivery circumstances. In this event, the exemplar material should be used as a benchmark to establish the standard required for a controlled assessment. Teachers should encourage learners to familiarise themselves with a number of local organisations that could be involved in a project of this nature, e.g. restaurants, pubs, hotels and, where possible, establish the staffing structure within the various businesses. This will enable teachers to set the assignment within a familiar context which will make it more meaningful to learners. If an annual external event exists within the locality, teachers may wish to join the planning committee in order to import a level of realism into the assignment.

Overview

In this assignment the learners will be asked to produce an employee guide for use by new staff and their managers for a planned new unit. The guide will include the main aspects of legislation and risk assessments as well as the key responsibilities of both functional and operational staff. There are a number of PLTS identified as essential attributes to this unit, but teachers may wish to discuss with the learners the additional opportunities where they can identify occasions where PLTS may also be demonstrated. At this level learners may well identify PLTS for themselves and may achieve a range of supplementary skills.

Learners will be asked to carry out a series of risk assessments in practical situations, and teachers should ensure that learners have the opportunity to perform risk assessments within a number of practical situations prior to attempting the assignment. Ideal units from the level 3 specification to link to risk assessments would be unit 3 and unit 8, although teachers may find other opportunities when planning their teaching and assessments. The learners will be asked to produce a short presentation on interdepartmental communications for the new employees. Learners do not have to carry out the presentation as presentation skills are not assessed in this unit. Consequently, the presentation may be in the form of a PowerPoint or other suitable slides, with accompanying notes. It should be written to last no longer than ten minutes.

Time

You will have approximately 10 hours to complete the assessment.

Task1 – Employee guide – 5 hours. The time for this series of tasks includes time for planning, preparing and the producing a guide for new employees. Although learners will have been taught the essential roles and responsibilities of different types of staff they will need to apply this knowledge specifically to an event caterer, and it would be beneficial if they were able to make a visit or put questions to an employer during their planning stage. They will also need to examine legislation as it specifically affects event catering. Prior to carrying out a risk assessment (Task 2), learners need to set out the theory behind this activity and summarise the appropriate paper work that would be used.

Task 2 – Risk assessment - 3 hours. This gives the opportunity for the learners to actually demonstrate practically that they are able to carry out risk assessments and complete the appropriate paper work. The risk assessment reports should take into account ways in which improvements could be made and the type of impact that the recommended improvements could have on the creation of a safe working environment. The risk assessments and suggestions for improvement should be incorporated into the employee guide as examples of how to carry out risk assessments.

Task 3 – Presentation - 2 hours: The time that has been allowed for this task includes the preparation of the presentation. Learners should be made aware that the presentation should focus the importance of customer service to the success of a project of this type.

Resources – limited level of control

Learners will need access to their notes and trade magazines and may use the internet in order to research and download additional information. Visits to event catering companies would be useful, or a visit from an employer to emphasise the importance of this type of hospitality establishment. They may also find it useful to visit the websites of some hospitality companies in order to compare the roles and responsibilities of staff e.g. www.compass-group.co.uk

Supervision – medium level of control

Teachers must ensure that tasks are carried out under controlled conditions in accordance with the guidance on page 120 – 122 of the specification. Teachers will keep all of the learner's final work for moderation purposes.

Learners may work without direct supervision when preparing to undertake the writing of tasks when they are obtaining information to complete the employee guide and while planning a risk assessment activity. They may also work without direct supervision and discuss with their peers the key points that they consider would be appropriate to include in the presentation.

Learners should work under the supervision of the teacher when actually writing the employee guide and presentation. They must also be supervised when conducting the risk assessments as these constitute part of the assessable outcomes.

Collaboration – medium level of control

Learners may collaborate to obtain information in order to complete the employee guide and presentation, although the actual production of these documents is **not** suitable for collaborative work. The employee guide and presentation must be carried out by the individual learner.

Learners may work together when conducting risk assessments in their practical situations but they must write up how they contributed. The teacher/assessor must be able to verify this by supervising the carrying out of the risk assessments.

Where the teacher/assessor is not able to observe this:

- questioning can be used to clarify the validity, authenticity and sufficiency of evidence
- or the teacher/assessor can assess the learner's annotated written/photographic evidence.

Marking

Please note that the descriptions in this assessment grid relate to the top of each band. Further guidance on using assessment grids is available in the assessment section of the specification.

Assessment grid

Learning outcomes	Band 1	Band 2	Band 3
	The learner has:		
	0 to 12 marks	13 to 24 marks	25 to 36 marks
1 Understand how functional or operational areas in hospitality establishments are managed to work collaboratively	Listed some relevant roles and responsibilities in limited operational areas within induction handbook. Limited explanation of how functional or operational areas are managed to ensure they work collaboratively.	Described relevant roles and identified key responsibilities in operational areas within induction handbook. Explained how functional or operational areas are managed to ensure they work collaboratively.	Described relevant roles and identified key responsibilities in operational areas with comprehensive detail in induction handbook. Explained in detail how functional or operational areas are managed to ensure they work collaboratively.
	0 to 6 marks	7 to 12 marks	13 to 18 marks
2 Be able to interpret the main pieces of legislation affecting the hospitality industry	Limited explanation of the principles behind and the content of the main pieces of legislation affecting the hospitality industry. Limited explanation of the impact of legislation on the different sub-industries of the hospitality industry.	Explained the principles behind and the content of the main pieces of legislation affecting the hospitality industry. Explained the impact of legislation on the different sub-industries of the hospitality industry.	Explained the principles behind and the content of the main pieces of legislation affecting the hospitality industry. Explained in detail the impact of legislation on the different sub-industries of the hospitality industry.
	0 to 4 marks	5 to 8 marks	9 to 12 marks
3 Be able to carry out risk assessments and create a safe and healthy working environment	Attempted to summarise the principles of risk assessments in a range of hospitality functional areas. Attempted to identify the improvements to create a safe and healthy working environment for themselves, colleagues and customers. Attempted to carry out risk assessments in a range of hospitality functional areas and activities, and communicate the findings to different audiences.	Summarised the principles of risk assessments in a range of hospitality functional areas. Identified improvements to create a safe and healthy working environment for themselves, colleagues and customers. Carried out risk assessments in a range of hospitality functional areas and activities, and communicate the findings to different audiences.	Comprehensive summary the principles of risk assessments in a range of hospitality functional areas. Identified a range of improvements to create a safe and healthy working environment for themselves, colleagues and customers. Comprehensively carried out risk assessments in a range of hospitality functional areas and activities, and communicate the findings to different audiences.
	0 to 8 marks	9 to 16 marks	17 to 24 marks
4 Be able to evaluate the effectiveness of inter-dependent services within hospitality establishments	Attempted to evaluate how the functional or operational areas work collaboratively to provide effective customer service.	Evaluated how the functional or operational areas work collaboratively to provide effective customer service.	Comprehensively evaluated how the functional or operational areas work collaboratively to provide effective customer service.

Redrafts and submissions

Redrafts and resubmissions of internal units are allowed. Further details relating to this can be provided by the subject team at: diplomahospitality@aqg.org.uk

Sample assessment material – information for learners

Assignment overview

In this assignment you are going to produce an employee guide, perform some practical risk assessments and produce a short presentation to highlight the importance of operational and functional staff working together in order to promote effective customer service.

You will be required to:

- produce an employee guide to summarise main roles and the key legislation
- explain how staff need to work together
- explain risk assessments and carry them out in a practical situation
- produce a short presentation for new staff

Time

You will have approximately 10 hours to complete the assessment.

Task 1: five hours

Task 2: three hours

Task 3: two hours

Roles

Your teacher will be assessing your work and your practical activity. Local employers from industry will also complete feedback sheets about your employee guide and presentation to help you to develop your knowledge and skills further. The manager or supervisor of one of the areas where you conducted a risk assessment will discuss your findings with you.

Assignment brief

A GUIDE TO THE FUTURE



The town where you live has an established team who deal with tourism and tourist attractions. This summer a major festival is taking place in the town and it will bring in a substantial number of new visitors. The town council are viewing this as an opportunity to increase future tourism business and all the related income streams. A committee has been formed with representatives from all the major related bodies in the town, drawn from both functional and operational staff, in order to gain a balanced view of customer needs.

A decision has been taken to set up a new unit to deal specifically with event catering, since it is recognised that one of the major opportunities will be an increase in the demand for hospitality services, both accommodation and food and beverages. Although the unit will draw extensively on the expertise of existing staff, it has been decided to recruit a new team (who will be employed until the end of the festival) specifically to work on this initiative. You have been asked to contribute to the set-up of the unit and to subsequently supervise its operation. An important part of this role will be to include a summary of the legislative and health and safety aspects, and one of your early tasks will be to perform risk assessments on some of the functional and operational areas that will be affected by the new venture.

Tasks

1. Produce an employee guide (LO1, LO2, LO3a)

- Produce an employee guide for the new recruits that describes the main roles and key responsibilities of staff within an events catering unit so that they can understand how their role fits into the new unit as a whole. The guide can be in the form of a leaflet, booklet or webpage.
- Explain how functional and operational staff are managed in hospitality establishments so that they co-operate and work effectively together.
- Include in the guide an explanation of the main legislation affecting the unit and its impact on the hospitality sub-industries that will be affected by the festival.

This is so that employees can ensure they comply with legal requirements and understand their importance.

- Include a summary of the principles of risk assessment in the functional areas of events catering units so that the staff understand its importance and function.

2. Undertake a risk assessment

(LO3 b, c)

- Carry out a risk assessment in at least three practical situations in hospitality establishments in the local area e.g. a reception office, a restaurant dining area and a restaurant kitchen. Use a work sheet or similar aid. Identify improvements that could be made in order to establish a safe and healthy working environment in the chosen situations.
- Incorporate the risk assessments and your suggestions for improvements into your employee guide as examples of how to carry out risk assessments.
- Communicate your findings to the employer/s of the establishments so that they can use the suggestions for improvements to ensure that risks are minimised in time for the festival.

3. Presentation

(LO4)

- Your manager wishes to give a presentation to the new employees on the importance of collaborative work in delivering effective customer service. She has asked you to write the short presentation for her. It should include visual elements and accompanying notes for your manager to follow when giving the presentation. The presentation should last no more than 10 minutes.
- The presentation should evaluate the effectiveness of collaboration between functional and operational staff to promote successful customer service in the hospitality establishments that will benefit from increased demand due to the festival.