

A244
TASK 5
SAMPLE 5

Applied Business

**A244 Business and you
Unit Recording Sheet**

Centre number		Series and year	June 2011
Centre name			
Candidate name		Candidate number	

Please fill out the mark awarded against each assessment objective for each investigation and comment on why the mark has been awarded.

Task 2	Page Location	Max Mark	Mark Awarded
AO1 Thorough description of the main activities of the HR function	1-3	6	5
AO2 Application documents are extremely focused and targeted on meeting the needs of the vacancy	4-8	9	9
AO3' A coherent and in-depth evaluation of why application documents are fit for purpose. Strong levels of analysis on why application pack will be successful. Well written with only minor errors.	9-10	7	6
Task 3			
AO1 A thorough description of what makes an effective interview process - both the employer and employee perspectives have been covered.	11-13	6	5
AO2 The interview questions are extremely focused and targeted on the chosen job role. The candidate has provided a good detailed explanation of why the questions have been chosen.	14-15	9	8
AO3' A coherent and in-depth evaluation of how legislation will impact on the recruitment and selection process for a receptionist. Detailed judgements made and evidence given to support this.	16-22	7	7

Task 4	Page Location	Max Mark	Mark Awarded
AO1 Comprehensive knowledge and understanding shown of the induction programme for a receptionist. Lots of detail and all areas covered.	23-26	4	4
Task 5			
AO2 Programme is extremely focused and targeted on meeting the needs of a supervisory role.	27-31	6	6
AO3' A coherent analysis of how the job role will change. Some good judgements shown and well written.	32-33	6	5
Overall Mark (max 60)			55



0 marks = no evidence submitted or work submitted does not address assessment objective

* = This assessment objective includes assessment of quality of written communication

Level 1: Quality of written communication demonstrates limited clarity and coherence with basic use of correct terminology. Errors of grammar, punctuation and spelling may be noticeable and intrusive.

Level 2: Quality of written communication demonstrates clarity and coherence with appropriate use of correct terminology. There may be occasional errors of grammar, punctuation and spelling but these are not intrusive.

Level 3: Quality of written communication demonstrates clarity, coherence and fluency with effective and confident use of appropriate terminology. There are few, if any, errors of grammar, punctuation and spelling.

Guidance on Completion of this Form

- 1 **One** sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Add the marks for the assessment objectives together to give a total out of 60. Enter this total in the relevant box.

Training Programme for the Supervisor Receptionist

In my new role as a supervisor receptionist I have recognised new skills that I will need. As supervisor receptionist I will need first-class customer service skill which will include being able to be confident in dealing with serious complaints and solving them correctly, then learning how to prevent them from happening again. I will have to be highly organised within the work place with staff and the technology. Furthermore I will need good leadership/management skills because I will be leading staff, which will need to be, motivate and encouraged, with this I will need to learn how discuss suitable with employee their aims and goals at the company. With this comes excellent control management and delegation skills to be able to arrange staff routes and staff illness also learning how to assign jobs to certain employees suitable and ethically. Also I will need to develop my knowledge on the hotel IT systems so that I am competent and confident if there are any problems, as I am the supervisor that all staff within reception will come to. As a supervisor receptionist I will need to develop my knowledge in the clerical duties for the hotel such as, bookkeeping, cashing up, accounting etc. Moreover I need to expand my knowledge on the policies and procedures which I may not have know about and be clear on an previous ones so that I can ensure they are being enforced.

Training Programme for a Supervisor Receptionist				
Type of Training	Provider of the training	Description of the training content	Cost of the training	What you will achieve through this training and how it will assist in the new job role
Off the job Training	Learn Direct	NVQ Level 3 Customer Service: Customer complaints – A structure for solution. This course will involve learning the	This is a short course which can be completed in	This course will increase the confidence in dealing with serious complaints which lower level staff can not resolve. The

		<p>skills you need to minimise the risk of complaints and deal with dissatisfied customers effectively.</p>	<p>3 hours online. Cover staff will have to be arranged for the time in which the course takes place.</p>	<p>course will give me the tools to know how to recognise signs that customer is unhappy, learn when to say 'no' to customers which will show high-standard of customer service and increase self-belief making them a more effective supervisor receptionist.</p>
<p>On the Job – Demonstration</p>	<p>Weatheroak Hotel</p>	<p>Learning how to cashing up the reception, dealing with bookkeeping and organising appointments for senior staff, resetting voicemails and ordering keys to be cut.</p>	<p>All this is a demonstration then it won't cost anything because the employee will learning on the job.</p>	<p>This training will assist me in my job role as it will ensure that I am able to cash up correctly and keep the book updates, resetting voicemails, ordering keys and that I understand and am capable of organise other staff meetings within the hotel as this will be a new responsibility.</p>
<p>Off the job – Coaching away from there normal workplace</p>	<p>Weatheroak Hotel</p>	<p>This training will involve learning how to create a staff route, Delegating and managing the staff and will train you how to dealing with sick staff, finding cover and organising staff holidays</p>	<p>Cover staff for the employees involved in the away from workplace training which</p>	<p>This training will help me know how to handle creating a staff route which works successfully and is fair to the entire employee in this department this will help in my new job role to be organised and show leadership skills well.</p>

		procedures.	will cost the hotel a small amount. This training will last about 2-3 hours.	Also I will be fully aware of all the hotel policy that involve staff so that are able to organise and answer question correctly as I will be the person the employee in reception will be coming to.
On the job – Demonstration		The training will involve learning how to handle all software and IT systems in the hotel competently and confidently and will train you how to deal with any problem with the software and IT systems. ✓	All this a demonstration in this will not interrupt any work or employees in the hotel. ✓	This training will assist me in my role as it will increase my IT systems and software knowledge which I will need if there any problem as I will be the member of staff which all lower employees will come to and I will need to be experienced enough to able to have a solution. A02
Off the job	Well come to excellence	Customer service Course – Lead, motivate and Succeed This course will involve learning how to set objectives, effectively delegate, manage change, be a positive leader, motivate and inspire your team and manage you team well by setting standards etc. ✓	This will cost the hotel £120 for the whole which includes a work pack as well as costs for cover as it is not at the work place.	This training will assist me in my new job role as it shows first-time managers and supervisors to get most out if their team. It will provide an insight into the ability to lead as well as practical tips on how encourage my employees to excel. This course will give me extreme confidence in how to handle my team and A02

				<p>how to motivate them to be the best. It will help me what is need to be the best leader possible and will this help me overall in all my tasks at the hotel.</p>
<p>Off the job – Job shadowing (meaning that the employee will not be able to perform there normal role)</p>		<p>This training will involve me watching and learning how to train new employees how it should be done and what is involved. ✓ A02</p>	<p>Employee cover will need to be arranged for my self.</p>	<p>This training will assist me in my job role as I will fully understand how the hotel expects its staff to be trained and what will be involved in training when it comes to me training new employees in reception. ✓ A02</p>
<p>On the job - coaching</p>		<p>This training will involve me learning how to look after the maintenance of guest information and learning how to do large group bookings. ✓</p>	<p>This is on the job so won't affect any employees within the hotel.</p>	<p>This will help assist me in my job because I will understand how to do the correct procedures and large group bookings and I will be aware of my responsibility for guest information which I ensure that I make the less amount of mistake and I will be able to help other employees when a problem occurs. ✓ A02</p>

Off the job	Hotel	<p>The training will involve development of knowledge of the hotel and the policies and procedures the hotel guest and staff must follow.</p> <p style="text-align: right;">✓</p>	<p>This training may cost a small amount as cover will be need as my self and another member of staff will need cover.</p>	<p>This training will assist me in my job role as I will need knowledge on all the hotel policy and procedures as I am now the senior member of staff who lowers level staff will go to it there any problem or concerns.</p> <p style="text-align: right;">✓ A02</p>
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Level 2 6

How has my job role changed as a receptionist supervisor?

I have been promoted to receptionist supervisor; I have recognised that there are many new skills I need to be able to fulfil this role and many new tasks which I now have to perform but there are still some task which have stayed the same. ✓

As a receptionist I have had to have good customer service when it came to dealing with customer complaints face to face, on the phone, by email etc however now I have to have excellent customer service skills because as receptionist supervisor I have to deal with many more serious customer complaints. Before I would have passed it on to a supervisor I am now that person I have to be aware of a lot more and understand how to solve problem in the correct manage while following all hotel policies. ✓ A03

Also know in my new role as a team leader I have to be more motivate because I am not just motivating myself but the rest the team making sure they are on task and ready to work. Plus I have be extremely organised because ware as I was just organising myself I am now organising others like doing the staff router and booking appointments for senior staff theses are all extra jobs which I did not have before. Furthermore I am now responsible for all staff that are way which means also arranging cover plus sorting all documents for staff holidays and staff training days and ensuring that all the staff are paid for the correct amount of time worked. I am now in charge delegation between my team; I am responsible for making sure the right person does the right task and ensuring that all staff are working evenly, where as previously I was being told what to do. ✓ A03

In my new job role am I still booking guest in and check them in and out however I am now in charge of booking large groups like wedding, conferences etc which I didn't before also I am now the member of staff that employees come to when there any problem with booking payments and refunds. I have to be able to think on my feet and tried a solution. In my new role I still deal with checking in and the key handling however now I have organise new keys to be reordered, resetting voicemails. ✓ A03

As receptionist I used the tills, I still have to but know I am also responsible for cashing up at the end of the day which means closing up the tills and counting up the money. I will still have to write letters and emails to guests at the hotel like before but now I also have to write letters for senior staff and I will be dealing with a lot more of the higher class business clients which are involve in the hotel and stay at the hotel regularly. In addition I now have to take new guest or business clients for tours of the hotel. As supervisor receptionist I now have to keep track of all the bookkeeping and accounts for hotel, keeping them neat and in order and nothing is left out or misplaced. ✓ A03

Another change in my role is that I have learnt how to use all IT systems within the hotel and I am now held responsible for looking after any problems with the system which may happen this include sorting out any problems with the computer, soft wave, tills and security system etc. As supervisor receptionist I now have to organise staff meetings and attend supervisor meetings monthly to discuss the problems and plans for the hotels in future which helps keep me in the know because I will be ask question about this from lower employees and clients. ✓ A03

I have to be aware of all the changes within the hotel at all times, I have to be in control of the working environment so that my team work to their best. I have had to increase my knowledge on the local area and transport routes so that I can show good example to my staff and answer questions from guests who are unsure. As supervisor receptionist I now have to be more consistent, I have make certain that my staff know exactly what I expect from them and the what the expect from me as their leader. I will have to set policies for staff and let them know regularly how they are doing. I will have to range team appraisals time and target set for employees how they can make the most out of their work and how to achieve higher. I have to become a mentor for the employees let them understand it there are any problems, with that it is my responsibility to help them to correct these problems in a professional way. I will also have to be a part of the recruitment stage for new employees; I need to make sure that the employee is suitable to bring into the work place. Also I will now as supervisor receptionist I am charge of staff training for new and old I will have to recognise the needs of my team with the training they need and treat each employee equally by delegating well to make sure I am leading the most effective way.

Overall I feel that as supervisor receptionist have increase the amount of responsibilities I have within the hotel which have increased the amount of jobs will have to perform. Within this new job role I have had to increase my knowledge of the hotel and local area is a task in its self and with that came the responsibility to be able to work professional and make sure that I can answer questions that the lower employees may not be able to. As supervisor receptionist I can not just think about my self, I have become a leader and I have to be in control, I have to delegate will, motivated my team and be consistent in the way a mange them. I am now reliable for all of my team and I have to work to help them improve and work to their very best. I think that this role has really increased the amount of responsibility I have but it has not affected that much the jobs I do within the hotel.

Level 3

5 marks

GCSE in Applied Business Unit A244: Business and You

Assessing Jemma's evidence

Task	Comments	Mark
<i>Task 5 (AO2)</i>	Jemma has identified the skills she will need for the more supervisory position and has produced a training programme to achieve those skills, including details about training providers, content of the training, costs and an explanation of how the training will enable the new skills to be acquired. Full marks have been awarded for this task.	6
<i>Task 5 (AO3)</i>	<p>Jemma has assessed in some detail how the job role and activities will change. She shows strong levels of analysis with some judgments.</p> <p>The quality of written communication demonstrates clarity, coherence and fluency. Jemma has made effective use of appropriate and correct terminology with few errors of spelling, punctuation and grammar.</p> <p>Level 3 has been achieved and 5 marks have been awarded.</p>	5