

## Unit 205: Professional workplace standards

### Unit introduction

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#### Unit information

Level: 2  
GLH: 25

#### Unit aims

- The purpose of professional workplace standards is to direct staff to provide safe and competent services to customers, colleagues and guests. They reflect an expected level of performance by all staff whatever their role, level, or activity. Where hospitality employees are able to meet the high professional standards required of the industry, they may benefit financially and professionally as they
- The aim of this unit is to develop learner's skills needed to work professionally and effectively in hospitality roles.
- Through this unit, learners will be able to demonstrate a professional personal appearance and effective organisational skills
- They will develop skills to work effectively as a team member, providing support to others and responding positively to feedback provided to them.

#### Learning outcomes

The learner will:

1. Be able to apply professional standards in hospitality role
2. Be able to work as part of a team

#### Assessment

##### Synoptic assignment

The synoptic assignment is **externally set, internally marked and externally moderated**. The assignment requires candidates to identify and use effectively in an integrated way an appropriate selection of skills, techniques, concepts, theories, and knowledge from across the content area. Candidates will be judged against the assessment objectives