

Occupational Initial Assessment

1. Learner Details and Learning Aim	
Learner Name:	Assessor:
Company & Workplace:	Qualification:
Part 1. Your Role and Responsibilities	
What is your job title and main responsibilities?	
How long have you been in this job?	
What other related jobs have done before and for how long?	
Did you have a company induction? <i>If yes is there a record of it and where is it kept?</i>	
Have you had any Health & Safety training? <i>If yes, please give details</i>	
Have you had any other training? <i>If yes, please give details</i>	
What training needs have you and your employer already identified?	
Do you have a training and development record?	
What are the products and services provided by your company?	

2. Who are your customers?					
Internal (<i>members of staff</i>)	Yes	No	External (<i>Members of the public</i>)	Yes	No
How do you communicate with your customers? <i>(please circle and provide comments)</i>	Face to face				
	Telephone				
	Email/Fax				
	Letter				
Do you work on reception?			Yes	No	
Do you take bookings?			Yes	No	
Do you use a till?			Yes	No	
Do you serve at a counter?			Yes	No	
Do you deal with vending machines?			Yes	No	
Do you make and serve hot drinks?			Yes	No	
Do you work as part of a team? How many of you are there? Do you supervise anyone? Are you supervised?					
Do you work behind a bar?			Yes	No	

Hygiene Sue - Centre Policies and Procedures

Do you deal with any of the following? <i>If yes please tick the appropriate box</i>					
Receiving storing deliveries	Yes	No	Provide a table drinks service	Yes	No
Re-stocking the bar/displays	Yes	No	Hot drinks	Yes	No
Providing a carvery buffet service	Yes	No	Draught drinks	Yes	No
Bottled drinks	Yes	No	Bottled wines	Yes	No
Do you prepare food?	Yes	No	Do you cook food?	Yes	No
Do you use any cleaning materials at work? <i>If so what are they?</i>	Yes	No	Do you handle and maintain knives?	Yes	No
Do you receive, handle, and store food deliveries	Yes	No			

Are you involved in the preparation and cooking of the following dishes? <i>If yes please tick the appropriate box</i>			
Fresh meat and poultry		Eggs	
Hot and cold sauces		Cold buffets	
Fresh vegetables - hot dishes		Rice	
Fresh vegetables - salads		Filling, decorating cakes and sponges	
Pasta		Fresh shellfish	
Pulses		Dough products	
Pastry		Fresh fish	
Soups		Hot and cold desserts	

Customer complaints and comments	
Do you have to solve problems for customers?	
Are you always allowed to find solutions to these problems or do you have to involve someone else?	
Does your job allow you to make changes to improve customer service?	
Are you involved increasing sales e.g promotions up selling <i>If yes please give examples</i>	
Do you keep any records about your customers, e.g. addresses, allergies. <i>If yes please give examples</i>	

Do you deal with any of the following in a supervisory capacity? ? <i>If yes please tick the appropriate box</i>			
Solving problems for customers		Food operations	
Drinks dispense service		House keeping service	
Supervising a team including setting targets		Recruitment and selection of staff	
Taking responsibility for H&S standards		Supervising a function	
Using a computer system		Taking responsibilities and maintain for external area (garden, front of building)	

Qualification to be undertaken			
NVQ Level 2 Professional Cookery (Diploma)		NVQ Level 2 (Multi Skills) Hospitality Services (Diploma)	
NVQ Level 2 in Food Production and Cooking		NVQ Level 2 in Kitchen Services	
NVQ Level 2 in Customer Service (Certificate)		NVQ Level 3 Diploma in Hospitality Supervision and Leadership	
NVQ Level 2 Food Processing and Cookery		Apprenticeship	
Advanced Apprenticeship		Key/Functional Skills Literacy Level 1	
Key/Functional Skills Numeracy Level 1		Key/Functional Skills Literacy Level 2	
Key/Functional Skills Numeracy Level 2		Key/Functional Skills Literacy Level 3	
Key/Functional Skills Numeracy Level 3			

Learner's signature		Date
Assessor's signature		Date