Unit PPL1GEN2 (HK6K 04) Maintain Excellent Standards of Personal Behaviour

in Hospitality

I confirm that the evidence detailed in this unit is my own work.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Candidate’s name** |  | **Candidate’s signature** |  | **Date** |
|  |  |  |

I confirm that the candidate has achieved all the requirements of this unit.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Assessor’s name** |  | **Assessor’s signature** |  | **Date** |
|  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Countersigning — Assessor’s name**  **(if applicable)** |  | **Countersigning — Assessor’s signature**  **(if applicable)** |  | **Date** |
|  |  |  |

I confirm that the candidate’s sampled work meets the standards specified for this unit and may be presented for external verification.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Internal verifier’s name** |  | **Internal verifier’s signature** |  | **Date** |
|  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Countersigning — Internal verifier’s name**  **(if applicable)** |  | **Countersigning — Internal verifier’s signature**  **(if applicable)** |  | **Date** |
|  |  |  |

|  |  |
| --- | --- |
| **External Verifier’s initials and date (if sampled)** |  |

Unit PPL1GEN2 (HK6K 04) Maintain Excellent Standards of Personal Behaviour in Hospitality

|  |
| --- |
| **Unit overview** |
| Our behaviour within the workplace can contribute positively to creating a productive and harmonious environment in which employees can be inspired and achieve their full potential. However, when behaviour is inappropriate or dysfunctional it can have serious consequences on productivity, job satisfaction and on the physical and psychological wellbeing of staff. All team members have a duty of care to each other and must comply with organisational and brand standards to prevent and minimise behaviour which may adversely affect the harmony of the workplace and/or cause harm or injury to others. |

|  |
| --- |
| **Sufficiency of evidence** |
| There must be sufficient evidence to ensure that the candidate can consistently achieve the required standard over a period of time in the workplace or approved realistic working environment. |

This page is intentionally blank

Unit PPL1GEN2 (HK6K 04) Maintain Excellent Standards of Personal Behaviour in Hospitality

|  |
| --- |
| **Performance criteria** |
| **You must do:** |
| There must be evidence for all Performance Criteria (PC). The assessor **must** assess all Performance Criteria (PC) (1–6) by directly observing the candidate’s work. |
| **1 Present yourself in line with organisational requirements.**  **2 Organise own work to maximise performance and achieve goals.**  **3 Follow procedures consistently and respond positively to instruction.**  **4 Use technology in an honest and trustworthy way.**  **5 Comply with brand standards inside and outside the organisation/represent your organisation positively.**  **6 Work with integrity in a safe, fair and professional manner.** |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Evidence reference** | **Evidence description** | **Date** | **Performance criteria** | | | | | |
| **What you must do** | | | | | |
|
| **1** | **2** | **3** | **4** | **5** | **6** |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

Unit PPL1GEN2 (HK6K 04) Maintain Excellent Standards of Personal Behaviour in Hospitality

|  |  |  |
| --- | --- | --- |
| **Knowledge and understanding** | | **Evidence reference**  **and date** |
| **What you must know and understand** | |
| For those knowledge statements that relate to **how** the candidate should do something, the assessor may be able to infer that the candidate has the necessary knowledge from observing their performance or checking products of their work. In **all** other cases, evidence of the candidate’s knowledge and understanding must be gathered by alternative methods of assessment (eg oral or written questioning). | |
| 1 | What organisational standards are and why they exist. |  |
| 2 | How standards vary between different organisations. |  |
| 3 | What the organisation's brand standards are and why it is important to comply with them. |  |
| 4 | Why it is important to comply with organisational standards for clothing and personal presentation. |  |
| 5 | How to represent your organisations' brand standards positively internally and externally. |  |
| 6 | How to organise own work and when to ask for guidance or support. |  |
| 7 | What behaviour is acceptable both on and off the organisation's premises and why it is important to behave in this way. |  |
| 8 | How to promote brand standards. |  |
| 9 | How social media can impact on brand standards. |  |

Unit PPL1GEN2 (HK6K 04) Maintain Excellent Standards of Personal Behaviour in Hospitality

# Supplementary evidence

|  |  |  |
| --- | --- | --- |
| **Evidence** | | **Date** |
| 1 |  |  |
| 2 |  |  |
| 3 |  |  |
| 4 |  |  |
| 5 |  |  |
| 6 |  |  |

|  |
| --- |
| **Assessor feedback on completion of the unit** |
|  |