Catering and hospitality common KSBs

This document is intended for use with Trailblazer groups as guidance for writing knowledge, skills and behaviour statements and grading descriptors. Statements and descriptors can be contextualised and altered where relevant to the subject and sector. Suggestions offered should be seen as a starting point for further refinements. Changes to command verbs may need to be applied in line with the assessment method used.

KSB Category	Level	Knowledge	Skill	Pass grade descriptor	Distinction grade description
Legislation	2	The legalisation, regulation and policies that apply to own role. (May include -Health and Safety, Food safety, allergens, data protection, EDI and licensing legislation)	Works in line with the legislation, regulation, and policies that apply to own role	Complies with legislation, regulation, and policies that apply to their own role.	Explains how compliance with legislation, regulations and policies impacts on their role.
Legislation	3-4	The legislation, regulations, and policies that apply to own role, including the implications of non-compliance.	Applies legislation, regulations, and policies within limits of own role.	Applies legislation, regulations, and policies within limits of own role, explaining the implications of non-compliance.	None
Food Safety	2	Food safety and allergen legislation and procedures applicable to own role. Methods to manage food safety on delivery, in storage, and during preparation, cooking, holding and serving. Methods to monitor and record food temperatures in line with food safety legislation and procedures.	Follow food safety and allergen legislation and procedures applicable to own role. Manages food safety and allergens on delivery, in storage, and during preparation, cooking, holding and serving. Monitors and records food temperatures in line with food safety legislation and procedures.	Complies with food safety and allergen legislation and procedures within limits of own role. Applies methods to manage food safety and allergens on delivery, in storage, and during preparation, cooking, holding and serving. Applies methods to monitor food temperatures in line with food safety legislation and procedures.	None
Food Safety	3-4	Principles of food safety supervision and training procedures and allergen control. Principles of establishing food safety and allergen	Supervises and trains others to manage food safety and allergens in line with legislation and procedures. Establishes food safety and allergen procedures.	Supervises and trains others to manage food safety and allergens in line with legislation and procedures. Explains how to establish and maintain food safety and allergen procedures.	Outlines the benefits of training others in food safety and allergen legislation and procedures. Outlines how they have made improvements to food safety and allergen procedures.

		procedures.			
Health and safety	2	Health and safety legislation, regulations, guidelines and procedures relevant to own role, including stress mitigation.	Comply with health and safety legislation, regulations, guidelines and procedures, including stress mitigation.	States ways to comply with health and safety legislation, regulations, guidelines and procedures, including ways to reduce stress.	None
Health and safety	3-4	Health and safety legislation, regulations, guidelines and procedures relevant to own self and team including stress mitigation. Principles of establishing health and safety procedures. Principles of health and safety supervision.	Supervises others to work safely in accordance with health and safety legislation, regulations, guidelines and procedures, including stress mitigation. Establishes health and safety procedures. Trains others in health and safety procedures.	Explains how they work safely and supervise others in their team to comply with health and safety legislation, regulations procedures and guidance including stress mitigation. Describes how they establish health and safety procedures. Delivers training on health and safety principles and procedures.	None
Equity, diversity and inclusion	2	Legislation and organisational policies relating to equity, diversity and inclusion in the workplace.	Follows and supports equity, diversity and inclusion legislation and organisational policies.	Explains how legislation and organisational policies have been followed to support and promote equity, diversity and inclusion in the workplace.	Evaluates their approach to supporting and equity, diversity and inclusion in the workplace.
Equity, diversity and inclusion	3-4	The ethos of an equitable, diverse and inclusive culture that demonstrates social inclusion in line with legislation and organisational policies.	Acts as a role model to ensure self and team operate in an equitable, diverse and inclusive manner in line with legislation and organisational policies.	Describes how to create an equitable, diverse and inclusive culture in the team and workplace in line with legislation and organisational policies.	Evaluates the impact of embracing equity, diversity and social inclusion on the team and the workplace.
Mental health and wellbeing	2	Protective factors for good mental health and wellbeing including seeking support.	Uses protective factors for good mental health and wellbeing to support self and others, including seeking support.	Applies protective factors for their own and others mental health and wellbeing, including seeking support.	None
Mental health and wellbeing	3-4	Creating collaborative teams that offer support.	Develops and adopts strategies for wellbeing and self-care to maintain a high standard of professional effectiveness of own self and team.	Explains how to support wellbeing and self-care in the workplace of own self and team.	None
Hygiene management	2	Hygiene management techniques to maintain a safe clean work environment. (May include- COSHH and or	Selects and applies hygiene management techniques to maintain a safe clean work environment.	Explains how to select and apply hygiene techniques to maintain a safe clean work environment.	Justifies their choice of hygiene methodology or technique.

		HACCP)			
Hygiene management	3-4	Principles of managing and training teams to maintain a safe, clean working environment. Principles of establishing hygiene procedures.	Manages and monitors teams to maintain a safe, clean working environment. Establish and implement hygiene procedures.	Manages, trains and monitors teams to maintain a safe, clean working environment. Explains how hygiene procedures are established and implemented in the workplace.	Explains impact on the workplace environment of training given to others in hygiene procedures. Justifies the need for hygiene procedures in the workplace.
Customer service	2	Principles of customer service and how individuals impact customer satisfaction.	Checks that customers are satisfied with products or service and acts on feedback.	Applies the principles of customer service including how individuals impact customer satisfaction with products or service, checking and acting on feedback where relevant.	Suggests ways to improve customer satisfaction with products or services.
Customer service	3-4	Customer service journey and how to support teams to meet expectations on product or service, taking into account business requirements.	Monitors customer satisfaction to ensure teams have delivered product or service to meet expectations taking into account business requirements.	Monitors customer satisfaction and supports teams to ensure a product or service has been delivered to meet expectations taking into account business requirements.	Evaluates the impact of monitoring customer satisfaction on the business.
Feedback, complaints and issues	2	Principles of handling feedback complaints, and issues.	Assists in the resolution of feedback complaints, and issues.	Applies the principles of handling feedback, complaints and issues when assisting in their resolution.	Reviews their input in assisting with the resolution of feedback, complaints and issues.
Feedback, complaints and issues	3-4	Procedures for resolving feedback, complaints and issues.	Resolves feedback, complaints and issues.	Explains how to resolve feedback, complaints and issues.	Evaluates how they resolved feedback, complaints and issues.
Communication	2	Principles of communication with colleagues, managers, stakeholders and customers. Professional communication styles and methods, verbal, digital and written in a hospitality context.	Communicate with colleagues, line managers, stakeholders and customers. Uses professional methods of communication that demonstrate a flexible customer centric approach.	Demonstrates professional communication styles and methods with colleagues, line managers, stakeholders and customers.	Justifies their choice of communication style or method when dealing with colleagues, line managers, stakeholders and customers.
Communication	3-4	Principles of managing communication during team briefings, instructions and difficult conversations with the team.	Uses professional communication methods during briefings, instructions and difficult conversations with the team.	Applies professional communication methods during briefings, instructions and difficult conversations with the team.	Justifies their selection of communication methods for different contexts.

Teamwork	2	The importance of teamwork and the impact on service delivery.	Works as part of a team to support service delivery.	Collaborates with colleagues to support the delivery of service in line with organisational standards.	Evaluates how they have worked with colleagues to support the delivery of service in line with organisational standards.
Teamwork	3-4	The importance and impact of teamwork, organisational dynamics and culture on service delivery.	Manages team to deliver customer service to business standards, collaborating across teams and liaising with external stakeholders relevant to own role.	Works in partnership with others, showing leadership skills within the scope of the role to support service delivery.	Critically appraises their own approach to managing teams and the benefits of partnership working within the scope of their role.
Problem solving	2-4	Problem solving techniques and own level of authority when responding to challenges associated with routine and non-routine issues.	Uses problem solving techniques to resolve routine and non-routine issues within scope of own role.	Describes the techniques used to solve routine and non-routine problems.	Justifies their choice of problem solving techniques used within the scope of their own role.
Operational planning	2	Methods of planning own workload and prioritising tasks.	Manages own time to ensure allocated tasks are completed.	Applies methods to plan and prioritise tasks to ensure allocated tasks are completed within specified time limits.	Evaluates the impact planning and prioritising tasks has on work completion.
Operational planning	3-4	Principles of workload management individually and for teams. Methods of planning for daily demand using data.	Uses workload management principles to plan, organise and prioritise own workload and workload of team. Plans to meet daily demand using available data, allocating resources and proactively managing risk to production or service.	Applies workload management principles to plan, organise and prioritise own workload and workload of team. Explains how to use data to plan for daily demand, allocate resources and proactively manage risk to production or service.	Evaluates the impact of applying workload management principles on individual and team organisation. None
Personal Development	2	How to use feedback from managers and support, training and development opportunities to maximise own performance.	Uses feedback from managers and available support, training and development opportunities to maximise own performance and meet personal goals.	Explains the importance of feedback from managers and the use of support, training and development opportunities to improve own performance and meet personal goals.	Evaluates the impact of feedback and the use of support, training and development opportunities on their own performance.
Personal Development	3-4	Importance of ongoing personal development and incorporating changes to own role.	Takes personal responsibility for ongoing development opportunities.	Evaluates own practice and the role of development in improving own performance.	Critically evaluates development activities and explains how this could benefit own role or the wider organisation.
Sustainability	2	Methods to sustainably reduce the waste of resources. Methods of reducing plate waste.	Reduces the waste of resources, taking sustainability into account. Acts to measure and reduce plate waste. Applies principles of reduce, reuse,	Explains the methods used to sustainably reduce the waste of resources. Applies methods used to measure and reduce plate waste.	Justifies the methods used to sustainably reduce the waste of resources. Evaluates methods used to reduce plate waste.

		Principles of reduce, reuse, and recycle. Principles of portion control and yield.	and recycle. Exercises portion control and acts to maximise yield.	Applies the principles of reduce, reuse, and recycle. Applies the principles of portion control and yield.	Evaluates the impact of applying reduce, reuse, and recycle principles. Evaluates the impact of non-compliance with portion control and yield.
Sustainability	3-4	Principles of promoting and managing sustainability and resource management. (may include - seasonality, energy, supply chain, local, yield, nose to tail, reduce, reuse, recycle)	Actively promotes and manages activities that contribute to a sustainable approach to production and resource management.	Promotes and manages activities that contribute to a sustainable approach to production and resource management.	Justifies the activities chosen to contribute to a sustainable approach to production and resource management.
Stock control	2	Stock control methods and processes including storage and rotation that take environmental sustainability into account.	Maintains prep and par levels taking environmental sustainability into account. Undertakes stock control, storage and rotation.	Applies stock control methods and processes to maintain prep and par levels, taking environmental sustainability into account.	Explains why sustainability must be taken into account for stock control methods and processing.
Stock control	3-4	Stock control, ordering, and management of storage and rotation to maximise sustainability and support planned operations.	Manages the ordering, rotation and storage of stock and other materials to maximise sustainability and support planned operations.	Explains how they manage, order and monitor stock levels, supporting planned operations and maximising sustainability.	Justifies choices made when controlling, ordering and managing stock to maximise sustainability and successfully support planned operations.
Equipment	2-4	Safe preparation, checking, cleaning and efficient use of manual and electrical tools and specialist equipment. Commonly used knives and kitchen equipment and their specific functions.	Prepares, checks, cleans and uses manual and electrical food-preparation and cooking equipment and machinery safely, correctly and efficiently. Selects and uses appropriate knives and equipment for the task.	Demonstrates preparing, checking, cleaning and the safe, correct and efficient use of manual and electrical tools and equipment. Demonstrates safe use of knives and equipment for the task.	None
Digital systems and technology	2-4	Digital tools and technology to support the delivery of products and services in the business relevant to own role and workplace.	Uses available digital tools and technology relevant to own role and workplace to support the delivery of products and services.	Demonstrates the use of digital tools and technology in their own role and workplace to support the delivery of products and services.	Evaluates the benefits of digital tools and technology in own role and workplace.

Operating Procedures	2	Standard business operating procedures relevant to own role.	Uses standard business operating procedures to complete tasks relevant to own role, resolving or raising issues that occur.	Explains how they use standard business operating procedures to complete tasks relevant to own role, resolving or raising issues that occur.	Describes the impact of not resolving or raising issues that occur.
Operating Procedures	3-4	Principles of standard business operating procedures and how to support consistent use in a team.	Implements and monitors use of standard business operating procedures.	Describes how they design and implement standard business operating procedures to support consistent use in a team.	Evaluates techniques used to monitor standard business operating procedures.
Performance metrics	2	Key performance indicators and own responsibility for contributing to them in terms of production, performance and profitability.	Delivers to key performance indicators to support the production, performance and profitability within own area of responsibility.	Meets key performance indicators for production, performance and profitability within their own area of responsibility.	Evaluates the contribution that meeting their key performance indicators makes to the financial performance of the business.
Performance metrics	3-4	Principles of key performance indicators and how they are used to support the team on production, performance and profitability.	Supervises teams to operate efficiently against key performance indicators.	Explains how they support the team to meet key performance indicators on production, performance and profitability.	Analyses the impact of key performance indicators on production, performance and profitability.
Continuous Improvement	2	Procedures for raising issues, or ideas for product or process improvement.	Raises issues and shares ideas for product or process improvement.	Describes how they have raised issues or shared ideas for product or process improvement.	Reflects on the impact of raising issues and sharing ideas for improvement on products or processes.
Continuous Improvement	3-4	Principles of continuous improvement techniques.	Utilises continuous improvement techniques within the organisation to improve products or processes.	Applies continuous improvement techniques to improve products or processes.	Justifies their choice of continuous improvement technique to improve products or processes.
Quality and business standards	2	The principles of quality and methods used to measure, control, and maintain the quality of products and services delivered in own role.	Applies practical methods used to measure, control and maintain quality of products and services.	Selects and applies practical methods to control and maintain quality of products and services delivered in own role.	Explains the impact measuring, controlling and maintaining quality of products has on the business.
Quality and business standards	3-4	The principles of supervising others to meet business standards relevant to role.	Implements quality measurement and control systems, supervising other to meet and maintain business standards.	Oversees quality measurement and control systems, to meet and maintain business standards.	Evaluates the impact of quality and control systems used to meet and maintain business standards.

Behaviours	Level 2-4
Wellbeing	Takes responsibility for own health, wellbeing and professional development, seeking support when appropriate. Promotes a professional, calm and supportive team environment. Reflects on own and team health, wellbeing, seeking and offering support when appropriate. Considers stress factors when creating a supportive team environment.
Customer focused	Anticipates customer needs and can adapt products and services to meet them. Be commercially aware and customer focused in all aspects of work. Be solution focussed when dealing with unexpected challenges. Takes feedback from customers and actively improves own customer service in line with business / brand standards. Proactively develops and maintains a customer centred culture.
Professionalism	Manages own time effectively to achieve task completion to schedule, including responding to changes in priority. Follows organisational dress code. Committed to maintaining knowledge of current industry best practice. Be adaptable in approach to new demands and situations.
Legislation, policy and procedures	Prioritises and promotes health and safety and food safety. Be diligent in safe and hygienic working practices.
Teamwork	Being team-focused, work with colleagues and other professionals. Building and maintaining positive relationships with colleagues, customers and suppliers. Be able to work with others towards common goals. Empowers team members whilst providing support to aid their decision making.
Innovation and technology	Maintain up to date knowledge of industry best practice.

	Actively promotes new technologies to optimise performance.
	Actively seek innovative ideas for business improvements
Sustainability	Acts to reduce waste.
	Demonstrates personal commitment to minimising the negative affect on the environment caused by work activities.
	Actively promote sustainability initiatives
	Contribute towards a sustainable workplace.
Equality, diversity and inclusion	Advocates equality and respect, working positively with colleagues, managers and customers.
	Lead by example to champion accessibility, diversity and inclusion.
	Support an inclusive workplace.