## DRAFT PERFORMANCE BANDS

### Hospitality Operations

The typical examination performance in this band:

| Band 6 | • Consistently and correctly communicates using precise industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace.  
• Demonstrates a comprehensive understanding of the performance required in a range of hospitality applications.  
• Applies an in-depth knowledge and understanding relevant to specific competencies.  
• Demonstrates high level skills in the use of appropriate technologies as they apply to the hospitality industry.  
• Exhibits an outstanding knowledge of cultural awareness and the importance of effective communication skills in a hospitality environment.  
• Demonstrates an extensive understanding of legislation as it applies to the hospitality industry.  
• Demonstrates a comprehensive understanding of occupational health, safety, security and hygiene.  
• Demonstrates critical judgement and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources. |
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| Band 5 | • Communicates using specific industry and enterprise terminology, in a manner appropriate to the audience and situation in the workplace.  
• Demonstrates a detailed understanding of the performance required in a range of hospitality applications.  
• Applies a detailed knowledge and understanding of the performance required in a range of hospitality applications.  
• Demonstrates comprehensive skills in the use of appropriate technologies as they apply to the hospitality industry.  
• Exhibits an accomplished knowledge of cultural awareness and the importance of effective communication skills in a hospitality environment.  
• Demonstrates a thorough understanding of legislation as it applies to the hospitality industry.  
• Demonstrates a thorough understanding of occupational health, safety, security and hygiene.  
• Demonstrates accomplished judgement and sound reasoning to select, organise, synthesise and evaluate relevant information from a variety of sources. |
| Band 4 | • Communicates using industry and enterprise terminology, in a manner appropriate to the workplace.  
• Demonstrates a sound understanding of the performance required in a range of hospitality applications.  
• Applies a sound knowledge and understanding relevant to specific competencies.  
• Demonstrates skills in the use of appropriate technologies as they apply to the hospitality industry.  
• Exhibits a sound knowledge of cultural awareness and the importance of effective communication skills in a hospitality environment.  
• Demonstrates a sound understanding of legislation as it applies to the hospitality industry.  
• Demonstrates a good understanding of occupational health, safety, security and hygiene.  
• Frames written responses in a descriptive manner. |
| Band 3 | • Communicates using basic industry and enterprise terminology.  
• Demonstrates an understanding of the performance required in a range of hospitality applications.  
• Applies a basic knowledge and understanding relevant to specific competencies.  
• Demonstrates basic skills in the use of technologies as they apply to the hospitality industry.  
• Exhibits a basic knowledge of cultural awareness and the importance of communication skills in a hospitality environment.  
• Demonstrates a basic understanding of legislation as it applies to the hospitality industry.  
• Demonstrates understanding of elements of occupational health, safety, security and hygiene and attempts to solve specific problems.  
• Frames written responses using unsupported generalisations. |
| Band 2 | • Communicates using non-industry specific terms.  
• Demonstrates a superficial understanding of the performance required in a limited range of hospitality applications.  
• Demonstrates a limited knowledge and understanding relevant to specific competencies.  
• Demonstrates elementary skills in the use of technologies as they apply to the hospitality industry.  
• Exhibits a limited knowledge of cultural awareness and the importance of communication skills in a hospitality environment.  
• Demonstrates an elementary understanding of legislation as it applies to the hospitality industry.  
• Recounts elements of occupational health, safety, security and hygiene.  
• Frames written responses using unsupported generalisations and irrelevant material. |
| Band 1 | • |