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| Title | **Supervise the delivery of effective kitchen service to food service team** | | |
| Level | **4** | **Credits** | **9** |

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| Purpose | The aim of this module is to develop knowledge, skills and understanding of supervising the delivery of effective service to food service team |

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| Classification ISCED | 1013 Hotel, restaurants and catering |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **E1-Develop and maintain positive working relationships between kitchen and food service teams** | **The students will be able to:**  **P1:** Have the ability to use innovative methods to improving relationships with the food service team, including team meetings and team building exercise, developing working groups, developing team members, recognizing and valuing contributions from associates in kitchen and food outlet teams, creating and supporting a meaningful and needed work atmosphere, being flexible to change, developing expectations and recognizing achievements  **P2:** Conduct own self in a way that promotes a positive image of self and own section Adapt behavior to take into account the food service team’s methods of communication and working Work in a way that promotes trust and respect Listen to requests and adhere to any promises made  **P3:** Have the ability to manage positive working relationships between kitchen and food service teams, including listening to requests, promoting excellence in service delivery, adhering to any promises made in a timely manner, celebrating achievements.  **P4:** Have the ability of to share information with colleagues, including adding value to working environments, sharing information when appropriate and useful to the organization; ways to do this, including formally and | **The students will be able to:**  **K1:** Know the methods of communication to meet kitchen needs, including written, verbal, by telephone (or similar), guest’s order check, internal memo, departmental log book; body language, visual signs Ability to adopt appropriate styles of communication, including urgent, non-urgent, difficult, routine, using technical and social language appropriately  **K2:** Communicate in a timely manner, for e.g. the possibility of not being able to provide required dishes to the guests; such information must be relayed to the colleagues in a timely manner.  **K3:**Explain the importance of conduct that promotes a positive image of own self and the organization including leading by example, encouraging and motivating associates to develop and demonstrate good conduct in their own work and with others.  **K4**: Know the organizational requirements for recording information relating to guests, including formal and informal, maintaining logs in both departments, negotiating and agreeing information |

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|  | informally, verbally and in writing  **P5:** Take appropriate steps for skill training and motivation of associates to increase productivity, including remedial training, training for new skills, professional development of associates | that needs to be recorded.  **The students will be able to:**  **K1:** Ensure that kitchen team plans, prepares and organizes production of food with due attention to the needs of the food service team.  **K2:** Ensure that service delivery to food service teams is maintained during very busy periods and unusually quiet periods.  **K3:** Ensure that service delivery to food service teams is maintained when systems, people or resources have failed  **K4:** Consistently meet the expectations of the food service team.  **K5**: Understand the expectations of food service teams, including delivery of quality dishes, in the agreed manner, at the agreed time; anticipating the needs of food service teams and responding accordingly. |
| **E2- Ensure that the kitchen team deliver effective service to food service team at all times** | **The students will be able to:**  **P1:** Plan work, including identifying and arranging supplies, calculating staffing levels from business information and preparing Rota’s accordingly, allocation of duties, timing, briefing staff, in order to deliver a quality service to the food service team.  **P2:** Ability to have reliable and fast information for the food service team and the organization, including identifying, agreeing and using appropriate channels of communication.  **P3:** Reorganize work to respond to unexpected additional workloads, including negotiating with Chefs de Partie, redirecting the efforts of different sections or teams Knowledge to communicate feedback to and from the food service team to others, including formally and informally, using social and technical language as appropriate, discussing and negotiating with food outlet Captains and Restaurant Managers, responding appropriately to the food service team when they provide feedback about the products or services being provided  **P4:** Supply accurate guest service information to others using the most appropriate method of communication, particularly with regard to special requests, composition of dishes, potential allergies Knowledge of |

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|  | organizationalprocedures and systems for delivering service to the food service team, including workflows, managing equipment for presentation, presenting dishes in the agreed manner, managing timing, alerting the food outlet team where problems may occur or have occurred. | **The students will be able to:**  **K1:** Respond positively to service problems for the food service team following organizational guidelines. Solve service problems for the food service team within own sufficient authority.  **K2:** Work with others to solve service problems for the food service team, keep the food service team informed of the actions being taken and check that they are comfortable with the actions being taken  **K3:**Identify repeated service problems for the food service team and options for solving them. |
| **E3-Solve problems for food service team** | **The students will be able to:**  **P1:** Improve working relationships with the food service team by solving problems, including staffing, resources, food (quality and quantity), timing  **P2:** Negotiate with and reassure the food service team while their problems are being solved, including keeping the team and/or Individual associates informed in a positive and clear manner, including informing them of steps being taken to solve any production or service problems, prompt and polite advice to food service associates, ensuring the Captain is aware of the situation and monitors it.  **P3:** Repeat service problems for the food service team, including quantity and quality of food, timing and speed of service, temperature of food, problems with food check  **P4:** Deal with and avoid repetition of a repeated guest service problem, including better briefing, more staffing, changes to the menu, changes to workflow patterns and procedures, better working practice, additional training.  **P5:** Work with others to select the best option for solving a repeated service problem, balancing the expectations of the food service team with the needs of the organization  **P6:** Solve problems with service systems and procedures |

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|  | that might affect the food service team before they become aware of them Inform managers and colleagues of the steps taken to solve specific problems |  |
| **E4-** Improve service reliability for food service team | **The students will be able to:**  **P1:** Check the sources of information, including formal and informal sources, direct comments from guests, from associates; guest comment and complaint forms, ideas from formal and informal discussions with colleagues and team members  **P2:** Analyze data from appropriate sources, including subjective and objective data, using charts, tables and graphs, qualitative feedback by tracing themes, quantitative feedback by carrying out spreadsheet analysis Ability to control the course of action from the analysis of data, including setting SMART targets (Specific, Measurable, Achievable, Realistic and Time-bound), in order to plan and implement improvements based on data analysis  **P3:** Initiate improvements in (own) area of responsibility and performance, including personal targets, development of leadership skills, guiding and advising other associates.  **P4:** Ensure merits and costs of proposed action to improve service to guests including ways to present action plans and reports to show recommendations  **P5:** Maintain service reliability improvements by monitoring guest service responses | **The students will be able to:**  **K1:** Actively use comments and guest feedback to establish reliability/quality of service provided to guests  **K2:** Use a variety of investigative and research tools to determine the quality of service provided.  Improve service standards by setting targets of achievement initiated by data collected.  **K3:** Recommend service reliability improvements from guest surveys and feedback  **K4:** Describe the research tools, including guest satisfaction surveys, quality audits, historical analysis, and personal initiatives as appropriate. |
| **E5-** Gather information on feedback of kitchen service | **The students will be able to:**  **P1:** Use techniques to analyze and interpret feedback on the | **The students will be able to:**  **K1:** Collect and record feedback on the |

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| and opportunities for improvement | effectiveness of kitchen service to food outlet teams, in order to identify opportunities for further improvement, including reviewing, editing, analyzing and reporting findings  **P4:** Analyze and interpret feedback and sharing findings with others, including qualitative feedback by tracing themes, quantitative feedback by carrying out spreadsheet analysis  **P5:** Know the appropriate formats for presenting these opportunities to the management team, including formal report, informal discussion, presentation  **P6:** Use analysis and interpretation of feedback on the effectiveness of guest service to identify opportunities for further improvement | effectiveness of guest service.  **K2:** Explain the importance of feedback on the effectiveness of kitchen service to food outlet teams, including the extent to which the kitchen team has met or exceeded food outlet needs and expectations, gaps in provision, capacity for improvement.  **K3:**Summaries the advantages and disadvantages of the effectiveness of guest service  **K4:** Use analysis and interpretation of feedback on the effectiveness of guest service to identify opportunities for further improvement |