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| Title | **Monitor the duties and activities of the kitchen team** | | |
| Level | **4** | **Credits** | **10** |

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| Purpose | The aim of this module is to develop knowledge, skills and understanding of monitoring the duties and activities of a 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** |
| **A1-Check that kitchen staff are present and manage absence issues for food production areas**  **Overview**  This Competency Standard is about making sure that kitchen sections are appropriately staffed and making desired arrangements while short staffed. | **The students will be able to:**  P1. Check the production requirements for the day.  P2. Check that the number of associates at work match both the roaster and production requirements  P3. Adjust the duty rota according to requirements  P4. Tackle the absent associates with pre-defined methods  P5. Take appropriate steps to motivate staff to avoid absenteeism | **Student will be able to :**  K1. Explain operational knowledge and understanding of entire kitchen operation  K2. Describe operating procedures for the kitchen K3. Explain the procedure to check the production  requirements for the day  K4. Describe the procedure to check the number of associates at work match both the rota and production requirements  K5. Explain the process to adjust the duty rota according to requirements  K6. Explain the process to tackle the absent associates with appropriate methods  K7. Describe the procedure to take appropriate steps for motivation of staff to avoid absenteeism |
| **A2 Ensure professional standards are maintained throughout** | **The students will be able to:**  P1. Ensure that associates maintain personal hygiene and wear appropriate protective clothing throughout shift | **The students will be able to:**  K1. Discuss personal hygiene and appropriate protective clothing  K2. Describe the process to maintain a safe, hygienic and |

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| **preparation and cooking of food and completion of shift**  **Overview**  This Competency Standard is about ensuring that the team maintains professional standards required by the organization throughout the shift | P2. Ensure that associates maintain a safe, hygienic and secure working environment  P3. Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift  P4. Ensure that associates attend briefing and be aware of daily requirements and other issues  P5. Ensure that associates check all equipment is in good working order and check the quality and quantity of food delivered to the section  P6. Ensure that associates maintain food safety when storing, preparing and cooking food  P7. Deal with problems and unexpected situations in an appropriate manner  P8. Respond to accidents in accordance with organizational requirements  P9. Ensure waste is minimized | secure working environment  K3. Explain to work effectively as part of a hospitality team and communicate efficiently with each other throughout shift  K4. Describe the process to check all equipment is in good working order and check the quality and quantity of food delivered to the section  K5. Describe the food safety when storing, preparing and cooking food  K6. Analyze the problems and unexpected situations  K7. Explain the procedure to respond to accidents in accordance with organizational requirements  K8. Describe the procedure to manage waste |
| **A3 Support the Head Chef**  **Overview**  This Competency Standard is about negotiating how a sous chef can actively support a | **The students will be able to:**  P1. Discuss and agree on methods and formats of communication with the Head Chef  P2. Agree with the Head Chef daily and medium term areas for delegated responsibilities  P3. Support the Head Chef in execution of daily requirements | **The students will be able to:**  P1. Explain methods and formats for communication  P2. Explain the process to agree on methods and formats of communication with the sous chef  P3. Describe areas for delegated responsibilities on a daily and medium term basis |

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| Head Chef on a daily and medium term basis. | P4. Discuss significant daily and medium term issues with Head Chef and agree relevant actions  P5. Seek Head Chef’s input for special or unusual circumstances P6. Support the Head Chef in preparation and implementation of  budgets | P4. Explain to agree with the Head Chef daily and medium term areas for delegated responsibilities  P5. Explain to support the Head Chef in execution of daily requirements  P6. List down how to discuss significant daily and medium term issues with Head Chef and agree relevant actions  P7. Describe process to seek Head Chef’s input for special or unusual circumstances  P8. Explain the process to support the Head Chef in preparation and implementation of budgets  P9. Describe the operational knowledge of kitchen work |
| **A4-Supervise Chefs de Partie and other associates**  **Overview**  This Competency Standard is about developing productive working relationships with associates, supporting them and ensuring that they contribute well to the overall team effort, including chef de Partie. | **The students will be able to:**  P1- Support associates and helps them adjust to and develop their roles and responsibilities.  P2- Identify, agree and implement with associates, ways in which all can support each other’s roles and responsibilities.  P3- Agree with associates appropriate methods to communicate with.  P4- Use agreed methods of communication to share appropriate information and knowledge with associates.  P5- Ensure that Chef de parties are actively supporting associates throughout the shift.  P6- Share feedback with associates on the effort of the team and how this can be improved. | **The students will be able to:**  K1- Discuss how to follow the process to help associates adjust to and develop their roles and responsibilities.  K2- Elaborate the importance of making sure each team member understands and supports the roles and responsibilities of others and how to make this happen.  K3-Desribe the importance of good communication with all types of associates and communication methods to use.  K4- Share information and knowledge with associates and methods that can be used to do this.  K6- Solve or handle any type of conflict with associates and their immediate supervisors. |