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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 requirementsP3. Adjust the duty rota according to requirementsP4. Tackle the absent associates with pre-defined methodsP5. Take appropriate steps to motivate staff to avoid absenteeism | **Student will be able to :**K1. Explain operational knowledge and understanding of entire kitchen operationK2. Describe operating procedures for the kitchen K3. Explain the procedure to check the productionrequirements for the dayK4. Describe the procedure to check the number of associates at work match both the rota and production requirementsK5. Explain the process to adjust the duty rota according to requirementsK6. Explain the process to tackle the absent associates with appropriate methodsK7. 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 clothingK2. 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 environmentP3. Ensure that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shiftP4. Ensure that associates attend briefing and be aware of daily requirements and other issuesP5. Ensure that associates check all equipment is in good working order and check the quality and quantity of food delivered to the sectionP6. Ensure that associates maintain food safety when storing, preparing and cooking foodP7. Deal with problems and unexpected situations in an appropriate mannerP8. Respond to accidents in accordance with organizational requirementsP9. Ensure waste is minimized | secure working environmentK3. Explain to work effectively as part of a hospitality team and communicate efficiently with each other throughout shiftK4. Describe the process to check all equipment is in good working order and check the quality and quantity of food delivered to the sectionK5. Describe the food safety when storing, preparing and cooking foodK6. Analyze the problems and unexpected situationsK7. Explain the procedure to respond to accidents in accordance with organizational requirementsK8. 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 ChefP2. Agree with the Head Chef daily and medium term areas for delegated responsibilitiesP3. Support the Head Chef in execution of daily requirements | **The students will be able to:**P1. Explain methods and formats for communicationP2. Explain the process to agree on methods and formats of communication with the sous chefP3. 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 actionsP5. Seek Head Chef’s input for special or unusual circumstances P6. Support the Head Chef in preparation and implementation ofbudgets | P4. Explain to agree with the Head Chef daily and medium term areas for delegated responsibilitiesP5. Explain to support the Head Chef in execution of daily requirementsP6. List down how to discuss significant daily and medium term issues with Head Chef and agree relevant actionsP7. Describe process to seek Head Chef’s input for special or unusual circumstancesP8. Explain the process to support the Head Chef in preparation and implementation of budgetsP9. 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. |