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| Title | **Manage comments and complaints relating to food production** |
| Level | **4** | **Credits** | **3** |

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| Purpose | The aim of this module is to develop knowledge, skills and understanding of managing comments and complaints related to food production |

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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** |
| **F1-Manage comments relating to food production** | **The students will be able to:****P1:** Managecomment on the range of products and services provided by the organization, including menus, dishes, food and beverage service, kitchen service provided to food outlet team.**P2:** Utilize the channels of feedback, including verbal comments, written feedback, feedback from senior management; formal and informal comments**P3**: Develop good relationship with food service team to get regular verbal feedback; ask guests for feedback during food service.**P4:** Ensure that written guest feedback is collected and discussed with team. | **The students will be able to:****K1:** Define process of gathering feedback from different channels and record for further improvement in system**K4:** Elaborate how tomonitor the food production team to ensure improvement based on feedback from various sources.**The students will be able to:****K1:** Gather sufficient information to enable assessment of the nature and severity of the complaint**K2:** Respond to the person making the complaint if the complaint cannot be resolved within required timescale, report any complaints that are outside own authority to deal with to the appropriate person. |
| **F2-Manage complaints relating to food production.** | **The students will be able to:****P1:** Handle different types of kitchen complaints, including not asking for help, not working together as a team, not providing sufficient support,**P2:** Recognize the level of seriousness of a complaint, including format, tone of language, visual clues; developing an appropriate response. |

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|  | **P3:** Seek further information where necessary, in order to fully investigate the complaint.**P4:** Handle complaints involving service recovery methods, including anticipating the need for recovery, quick decision making, delegating responsibilities, providing training.**P5:** Avail the sources of information and advice for responding to complaints within the organization, including verbal sources (other colleagues), written sources (menus, recipes, kitchen and/or food outlet logs, the internet)**P6:** Analyze difficult/sensitive situations/issues, including guests who are upset and emotional, incidents involving or spoiling a special occasion, incidents that may lead to disciplinary procedures; aiming always for a positive and creative response.**P7:** Use ethical standards, including ensuring that all behavior and operations are fair, honest, not detrimental to the business or its guests | **K3:** Make appropriate notes and record of the complaint and the actions taken. Identify any changes to the organization’sprocedures which are necessary to avoid future similar complaints.**K4:** Comply with legal requirements, industry regulations, including ethical standards and health and safety, organizational policies and professional codes.**K5:** Know the limits of own authority and the action required if a complaint is beyond own authority to handle, including gathering sufficient relevant information, identifying the appropriate colleague to refer to, ensuring details of the complaint are explained fully**K6:** Knowledge of organizational procedures for gathering information and responding to complaints, including responding within a certain time limit, recording the comment including who made it, when, in what format; recording the response given, by whom, in what format |