

Unit 302: Supervise and monitor own section

Unit introduction

Unit information

Level: 3
GLH: 30

Unit aims

In a restaurant, excellent food and service is always a team effort. If the meal is not well prepared or if the service is poor, the guest may not enjoy the dining experience. All members of the team have a role in making the guests experience memorable. For an aspiring Chef de Partie this begins with the organisation of their section and an ability to monitor quality and anticipate and manage problems. The aim of this unit is to provide learners with the skills to successfully set goals and targets, develop their supervisory skills to monitor the readiness and performance of a section within a kitchen, contributing to the kitchen's business success. Learners will manage operational pressure whilst planning for, monitoring and evaluating the performance of the team within a professional kitchen. Learners will also be able to respond to issues and problem solve in an appropriate manner.

Learning outcomes

The learner will:

1. Be able to set goals and targets to manage own section
2. Be able to monitor own section to deliver service standards
3. Be able to manage pressure by solving problems within own section

Summary of assessment methods and conditions

Synoptic practical assignment

Learners are required to successfully complete practical assignments to be assessed in centre. The Assessment Pack which includes specific guidance, information and instructions can be located at www.cityandguilds.com.