Unit 302: Supervise and monitor own section

# Activity 6: Quiz on briefings (Tutor)

1. What is the purpose of a team briefing?

Answer: To disseminate information to all team members in a timely manner and to ensure that the information presented in understood.

2. What types of briefings would be carried out by a chef de partie?

Answer: At the start of a shift to allocate tasks, issue standardised menus and prep-lists.
Prior to service, brief the team on bookings, dietary requirements and special requests.

At the end of service, de-brief the team, share customer feedback, provide individual and team feedback on performance and deal with any issues.

3. What are the benefits of team briefings?

Answer:

* Opportunity for two-way communication, listening and responding to questions.
* Encourages a democratic style of leadership as the team have an input and can share ideas.
* Motivates the team.
* Avoid misunderstandings.
* Ensure the team are kept up to date on practices, procedures and standards.
* Develops shared vision, teamwork.

4. What should be considered when planning a briefing?

Answer:

* Timings of the briefing, not too long.
* Targets for the day/shift
* Specific actions to be addressed
* Plan for the day/shift/service.
* Motivational techniques – incentives, pep talk.

5. How should the chef de partie carry out a briefing?

Answer:

* Relaxed and relatively informal.
* Make sure there are two-way communications.
* Be clear, using language everyone understands.
* Keep it brief, not too long so the team disengage, repeat important information.
* Make it interesting to engage the team.
* Remain in control, watch the team’s reactions.
* Be positive, avoid excessive apologising.
* Listen to the team’s questions, comments and suggestions.