

Unit 302: Supervise and monitor own section

Handout 1: Planning

The setting and communication of targets – this includes short-term and medium-term targets to ensure the needs of the business and individuals are being met. Good communication skills are of the upmost importance in order to keep the team informed.



Development of work schedules – supervisors must ensure the team meets the output requirements of the business. Supervisors achieve this by managing one of their most important resources – workforce. This scheduling includes planning work rotas, as well as task allocation to meet output.

Team development – the supervisor has a responsibility to develop team members, both professionally and socially. This is achieved by planning training, coaching and mentoring.

Health, safety and welfare – this must be the prime consideration for any supervisor. As the supervisor you must identify the individual needs of the staff; they will all be different. Consideration should be given to:

- health and safety training
- staff experience – inexperienced staff may need more training
- frequency of training
- level of training required – dependent on job role
- welfare responsibilities.

Risk assessments – supervisors must carry out risk assessment to identify any risks to the team, the menu items and plan to reduce or remove these risks.

Implementation of standards – company standards must be correctly interpreted and relayed to the team through menu specifications, standard operating procedures and training.

Resource and budget management – both human and physical resources must be managed to ensure budgets are met and the company achieves the required profit levels. This can be achieved through accurate staff schedules, good stock control and waste management.