

## Unit 302: Supervise and monitor own section

### Handout 2: Monitoring

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The supervisor is indispensable to any food business, as they are normally in charge of the output. This places responsibilities on them to monitor areas on behalf of the management. These include:

- **Quality of products** – within the professional kitchen the customer is focused on the product they receive. Supervisors must monitor the quality of this product to ensure the standards expected by the business are being met.
- **Production/service meets the time requirements** – supervisors must monitor chefs under their control to make sure they are producing their work in line with the business needs and customer expectations. This includes the requirement to meet deadlines and targets set, in terms of the delivery time of the products.
- **Behaviours and performance** – one of the key tasks of a supervisor is to monitor staff in terms of behaviours and performance. This ensures that health and safety issues are less likely to arise, performance targets are met and individuals are recognised for good performance in the kitchen.
- **Issues, problems and correctives action** – supervisors are appointed for their knowledge, skills and abilities. It is these characteristics that will help them deal with issues such as resource shortages – from staff to ingredients. In monitoring their workplace, they may see problems and issues develop and thereby intervene with corrective actions before they effect the customer.
- **Policies and procedures** – the supervisor is the management representative on the 'shop floor'. It is their responsibility to ensure staff comply with the policies and procedures set out by the business. This may include dress and behavioral code, work practices, and health and safety policy, among others.
- **Health, safety and welfare** – through correct monitoring of staff, supervisors can observe chefs in their working practices. This allows them to see unsafe practices and intervene before accidents occur. Supervisors will also develop working relationships with staff and good monitoring procedures can see changes in attitudes or behaviours. This monitoring will allow them to support staff with any welfare issues that may arise.