

Unit 302: Supervise and monitor own section

Activity 20: Problem solving

Problem solving is a skill required by a chef de partie to ensure the section runs smoothly.

Working individually, describe the different problem-solving techniques that can be applied for each of the following:

1. Staffing issues caused due to sickness
2. Equipment breakdown during service
3. Customer complaint about the quality of dishes served
4. Conflict between the kitchen and front of house team during service
5. Delivery shortages of ingredients required for lunch service

In small groups, discuss examples of other problems experienced in a production kitchen and how they were resolved. Could other techniques have been used?

When working in the production kitchen implement the problem-solving techniques identified and evaluate how effective they are in managing disruption and delays to production and service.