

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 is 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.