

Unit 302: Supervise and monitor own section

Worksheet 2: Monitor own section to deliver service standards (Tutor)

1. The chef de partie within the professional kitchen must continually monitor the quality of products, production and service. The chef de partie is also required to monitor the behaviour and performance of their chefs. In order to achieve this, what will the supervisor observe and how can this support the chefs?

Answer:

One of the key tasks of a chef de partie is to monitor their staff in terms of behaviours and performance. This ensures health and safety issues are less likely to arise, performance targets are met and individuals are recognised for good performance in the kitchen.

Chef de parties are appointed for their knowledge, skills and abilities. It is these characteristics that will help them to 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 affect the customer.

2. What factors need to be considered when monitoring the effective use of:
- Equipment
 - Food commodities
 - Chemicals

Answer:

- Equipment – Cleaning procedures, maintenance requirements, correct use, training requirement, reporting faults, correct storage procedures.
- Food commodities – deliver checks, stock levels, storage procedures, correct labelling, cooking procedures, food safety
- Chemicals – storage procedures, cleaning schedules, health and safety.

3. List four examples for checking food quality during service:

Answer:

- Food is served at the correct temperature
- Presentation meets organisation standards
- Portion sizes
- Food waste on plates from the restaurant

4. Food safety regulations require a food business to implement a food safety management system, in accordance with the HACCP principles. How is this monitored within the professional kitchen?

Answer:

- Delivery – temperature-sensitive food must be stored correctly by the supplier. They usually provide a printout of the temperature of the storage area in their lorry.
- Storage – all food storage areas must be monitored to ensure goods are correctly stored, weather ambient, cold or frozen and records kept.

- Preparation and cooking – chefs must be monitored to ensure their practices are in line with the business' policies and food safety policies.
- Serving – temperature-sensitive food must be correctly stored; it should be probed and the temperature recorded.
- Waste – must be removed correctly and waste notes provided by the supplier of the service.

5. List the supervisory skills a chef de partie needs to demonstrate when running a section in the kitchen.

Answer:

1. Leadership
2. Communication
3. Time management
4. Conflict handling
5. Problem solving
6. Planning and organisation
7. Managing resources
8. Approachability
9. Technical skills
10. Delegation

6. Describe the responsibilities of a chef de partie when supervising:

- a) Receiving food orders
- b) Responding to food orders
- c) Supervising the cooking menu items
- d) Communicating during food production and service
- e) Plating and presenting menu items

Answer:

- a) relaying instructions to the team
interpreting orders to the team
ensuring orders are understood correctly
- b) confirming orders have been understood
confirming timings for delivering the order
confirming any special requests
- c) ensuring recipe specifications/SOPs are being followed
ensuring menu items are cooked to correct temperature / required degree of cooking
- d) keeping the service team informed of any delays
ensuring the team are communicating any problems / delays so they can be addressed
- e) correct garnishes are used
served according to specifications – correct plates

correct portion size served
correct accompaniments/garnish served.

7. Describe the documentation a chef de partie can use to demonstrate due diligence when monitoring a section in the kitchen.

Answer:

1. Temperature records
2. Stock records
3. Accident reports
4. Equipment fault reports
5. Cleaning schedules
6. Risk assessments
7. Wastage records
8. Food delivery records
9. Staff schedules/rota
10. Training records.

8. Explain why it is important for a chef de partie to provide feedback to the team.

Answer:

1. To improve self/team awareness
2. To enhance self/team esteem
3. To raise morale
4. Encourage the team/individuals to want to learn
5. To offer reassurance
6. To motivate the team
7. Improve individual/team performance.

9. List the stages a chef de partie should follow when evaluating the success of the section in the kitchen.

Answer:

1. Planning the evaluation
2. Designing the evaluation process
3. Collecting information
4. Analysing information
5. Taking action.

10. Describe the areas the chef de partie should consider when evaluating the success of the section.

Answer:

1. The section performance – individual/team roles
2. Customer comments/feedback – positive/negative
3. Compliance with policies and procedures – evidence
4. Achievement of goal/targets.