

## Unit 302: Supervise and monitor own section

### Worksheet 3: Problem solving in own section (Tutor)

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1. Why is it important for a chef de partie to manage:

- a) Personal problems in the team
- b) Operational problems

Answer:

- a) To maintain the health and wellbeing of the team so they are able to complete their job role and to avoid additional pressures. To promote a supportive environment that helps individuals to grow and become more confident.
- b) To avoid service delays, accidents, customer complaints, waste and additional pressures on the team.

2. Describe the procedures a chef de partie can implement to reduce personal and operational pressures.

Answer:

1. Ensure up to date information is available
2. Complete and implement detailed plans for service
3. Ensure staffing levels are sufficient for the workload
4. Ensure staff are trained to the required level to complete the tasks
5. Identify potential issues and solutions
6. Ensure sufficient physical resources are available and in working order/of the correct standard.
7. Communicate the plan, objective and goals to the team
8. Develop effective team work to deliver the service.

3. Describe the steps a chef de partie should follow when solving problems.

Answer:

1. Identify the issue
  - be clear about what the issue is
2. Understand everyone's interests
  - use active listening to establish a solution that satisfies everyone
3. List the possible solutions
  - what options are there?
4. Evaluate the options
  - what are the pros and cons of each?
5. Select an option
  - is there a way to use a number of options?
6. Document the agreement
  - writing it down helps to think through all details and implications
7. Agree contingencies, monitoring and evaluation
  - conditions may change.

4. Explain why it is important for a chef de partie to be able to resolve problems

Answer:

1. To ensure service deadlines can be met
2. To build trust within the team
3. To ensure the team are able to complete the workload
4. To avoid additional costs
5. To manage the section effectively
6. To avoid complaints
7. To maintain food safety standards
8. To avoid accidents.