Unit 303 Worksheet 3

Unit 303: Contribute to business success

Worksheet 3: Delivering skills training (Tutor)

1. Provide five examples of methods which can be used to identify staff training needs and explain what is required for each method:

Answer (any of the following):

- 1. Skills audit this process analyses the skills required within each section e.g. F&B, kitchen, housekeeping, front office and highlights the desired skills versus the actual skills displayed
- 2. Induction formal induction processes familiarise the new employee with the policies, procedures and expectations of the business
- 3. Observation staff are observed during their work by the supervisor and their performance is assessed against the criteria given in the job description
- 4. Questioning is used to verify any shortfalls and the causes thereof: lack of definition of desired performance outcomes, performance perception of the staff member, observation and supervisor feedback on staff member performance
- 5. Performance appraisals these provide feedback to the individual based on clear data and measurable criteria to allow for goal setting
- 6. Inclusion of feedback form customers and fellow staff to focus on business goals and desired performance outcomes.
- 2. Provide three examples for training records to document training and explain what these entail:

Answer:

- 1. HR records the human resources department keeps records of all skills and outcomes obtained to reflect the skill level of all staff employed
- 2. Log books these are often based on defined outcomes e.g. qualification outcomes such the City & Guilds qualification in various jobs allow for a clear reference of the skills possessed by the graduate
- 3. Portfolio provides a personal record of all training achieved such as CPD (continuing professional development) and references as well as workplace samples.
- 3. Describe the purpose of induction training:

Answer:

- 1. To integrate employees into the policies and procedures of the business
- 2. To provide an awareness of legislative requirements
- 3. To outline roles and responsibilities of the team
- 4. To provide an opportunity to assess new staff
- 5. To provide a starting point for a probationary period
- 6. It can be used to prove due diligence is being carried out by the employer.

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- 4. Explain why it is important for the kitchen team to receive training Answer:
 - 1. To achieve organisational objectives
 - 2. To provide staff with the correct skills
 - 3. To enable the team to deliver service and products to the required standard
 - 4. To motivate individuals and the team
 - 5. To build team spirit
 - 6. To empower staff
 - 7. To improve staff retention
 - 8. To meet legal obligations.
- 5. Describe six examples of training needs a chef de partie may identify within the team. Answer (any of the following):
 - 1. New staff being employed
 - 2. Underperformance in the team
 - 3. New equipment being installed
 - 4. New techniques being introduced
 - 5. New dishes on the menu
 - 6. Legislative requirements
 - 7. Development of individuals
 - 8. Team members undertaking a new role
 - 9. Customer feedback.
- 6. When planning on job training, what factors does a chef de partie need to consider? Answer:
 - 1. Aims and objectives of the training
 - 2. Methods of delivery
 - demonstration
 - theory
 - practical application
 - 3. Staff availability
 - 4. Resources required to deliver the training
 - 5. Who will deliver the training.
- 7. Provide three measures a chef de partie could use to monitor the progress of trainees and provide guidance after training has taken place:

Answer (any of the following):

- 1. Review improvement on the job
- 2. Feedback from supervisors
- 3. Questionnaires/feedback
- 4. Assess the need for further training
- 5. Provide mentoring support.