

## 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 from 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.

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.