



Hospitality and Catering

# Team leader/head of house/head waiter

## Lesson 3

Comprehend the skills and knowledge involved in the team leader, head of house and head waiter job role when undertaking this course.





# Team meetings

Be able to plan formal and informal meetings with individuals and whole teams.





# Team meetings

- Plan agenda
- Communicate dates and times
- Deliver and share information
- Answer questions





# Team meetings

A team leader must be seen as planned, organised and confident.





# Other meetings

Organising meetings with suppliers helps to build relationships and keep costing under control.





# Communication in meetings

Sharing information that is clear  
and understandable for all staff.

Several different types of  
information should be used to get  
the message across effectively.





# Communication in meetings

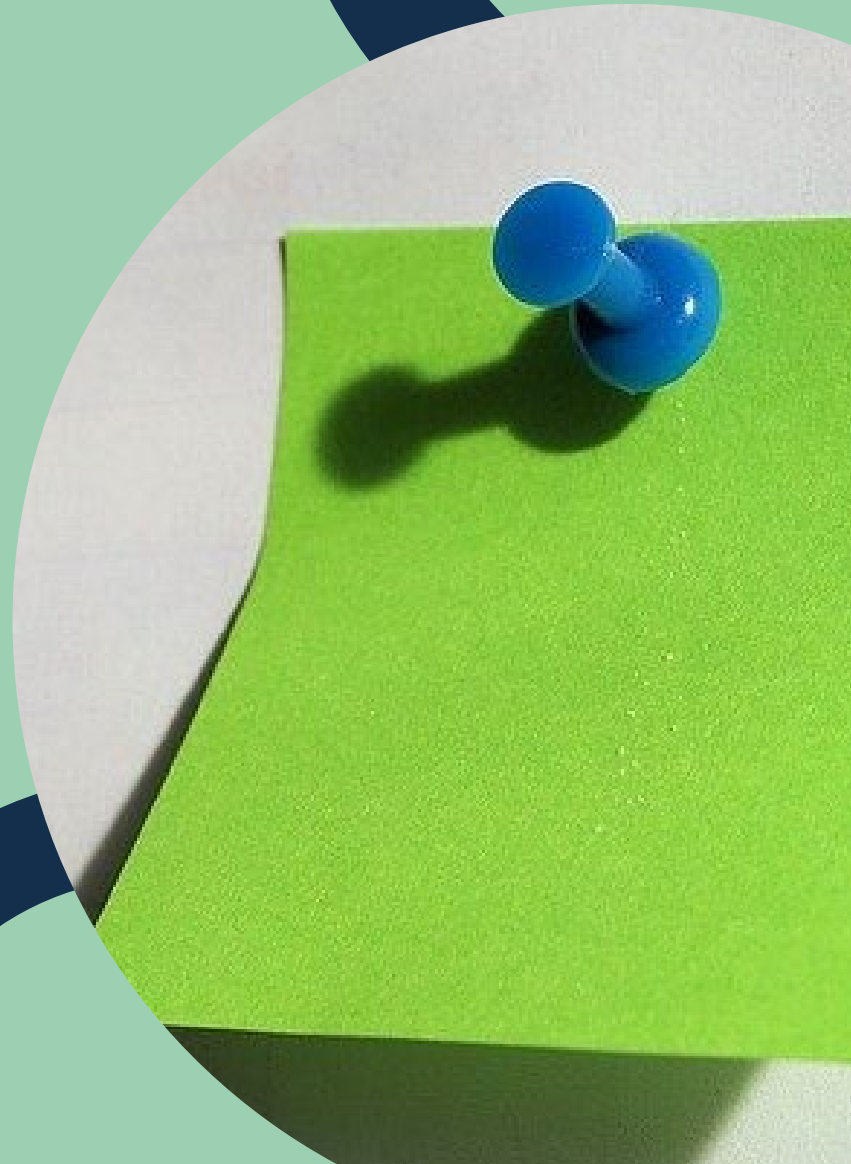
- Short bullet pointed agenda or list of jobs
- Presentations for data
- One to one meetings for further clarification





# Communication in meetings

- Open teams meeting to allow staff to voice their concerns
- Memos and notices used as reminders







# When to communicate

- Major change will require lots of information methods to be used
- Small and minor change may require one to one and small group chats





# Planning a meeting

- Know the reason for the meeting
- Talking to people before the meeting, gathering extra information and sharing meeting dates





# Planning a meeting

- Reviewing previous meeting notes to check for completed tasks and ongoing jobs
- Plan the agenda – list of items to be covered





# Agenda

An agenda includes:

- Objective of the meeting
- Time for each topic
- People assigned to speak
- Space for any other business at the end



# Minutes

These are notes that are taken at the meeting and follow the order of the agenda. Minutes are evidence that the meeting happened and decisions were made.





# Minutes

They can be written by the team leader or by others in the meeting.

Minutes are usually agreed by all the participants in the meeting.





# Planning a meeting

- Decide what you will share and deliver the information
- Invite other speakers
- Gather evidence and documentation needed



# Participating in a meeting

Know how to act in a meeting is important to being successful.  
Be positive, calm and assertive.







# Participating in a meeting

- Listen actively and make notes
- Wait for the correct time and space to ask questions
- Have evidence ready to back up your points/ideas





# Participating in a meeting

- Good eye contact and responding gestures will let everyone know you are playing your part
- Check with others that they understand
- Repeating back your own understanding helps to clarify information





# **Revision Activity 3**

**What should be included in the agenda of a meeting?**