



Hospitality and Catering

# Team leader/head of house/head waiter

## Lesson 2

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





# Listening skills

Being able to listen without reacting or making harsh judgments is key to gaining the trust of staff.





# Listening skills

All staff will make mistakes and it is important that these are opportunities for learning not for discipline.





# Assertiveness

A team leader must know when to speak and act and when to intervene in a situation.

Quick decision making in a calm way.







# Body language

Being aware of body language can help with your own communication style with others.





# Body language

Having open body language and supportive facial expressions will help you in group situations.





# Body language

Reading body language from a distance can help you to decide when to intervene in situations.





# Modern Communication

A team leader should know all the names of other leaders and managers and their contact details.

- Mobile phone numbers
- Office numbers
- Emails







# The big picture

Team leaders will work with other team leaders from across the business. Building relationships is key to success.





# Building relationships

- Supporting others
- Offering ideas and extra staff in pressured moments
- Reply to all communication quickly





# Building relationships

- Always friendly in tough situations
- Look for solutions not problems
- Ask other for advice





# Making decisions

A team leader will decide which task a team is able to complete and will agree targets to be met within set periods.





# Making decisions

They will be able to communicate this to their team and support and help the team to achieve targets.





# Revision Activity 2

**How can a team leader  
build relationships at  
work?**