



Hospitality and Catering

# Team leader/head of house/head waiter

Lesson 4

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





# Making plans

You will agree targets with management and then will have to let your team know what the plan is and how you can all achieve it.





# Making plans

You will plan rotas and staff levels to fit with the business and the staff that you have.





# Making plans

The best plans and the most successful plans are those that have involved the whole staff.

Everyone should be clear about what is going on.





# Performance checking

This can be an uncomfortable thing to do. Team leaders must assess the performance of each member of staff in a one-to-one situation.





# Performance checks

Checks are compared to the company's key performance indicators which are pre-set and generic for most staff.





# Performance checks

These type of meeting require you to be assertive, compassionate and understanding when staff are falling below set standards.

Being able to set targets for improvement that are achievable with regular checking.





# Performance checks

You must be willing to support and help as well as starting official disciplinary or capability procedures.







# Know your stuff

Before performance meetings you must have all the evidence you need.

Understand the company's policies and procedures.





# Act on feedback

Performance reviews can highlight areas where you can support staff to achieve their targets.





# Team performance

As well as having one to one performance reviews, it is good for the team to see how they fit in with the team and also the business as a whole.





# Team performance

Sharing information with the team:

- Sales and profit info
- Customer feedback
- Notice boards/newsletters
- Team awards and praise





# Team support

Listening and acting on feedback from the team will give you more respect and influence on the results of the team.





# Motivation

The team leader is the one that motivates staff to work safely and productively.

To do that you must be motivated to do a good job yourself.





# Motivation

The way you act with others can  
destroy the motivation of the team.

If you are negative, the team will be.





# Motivation

If you become too controlling and fail to allow a little freedom with staff and their jobs, they can become resistant and less productive.







# Revision Activity 4

**What types of information should be shared with the team?**