



Hospitality and Catering

Team leader/head of house/head waiter

Lesson 6

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





Making decisions

Decisions may fall into the following categories:

- Changes to work routines
- Planned organisational changes
- Review of working practices





Making decisions

This will involve prioritising tasks, utilising resources and usually working extra hours.

Decisions need planning.





Making decisions

Planning to make a decision requires accurate information:

- Rotas
- Invoices
- Utility bills
- Sales and profit information





Sharing decisions

Decisions must be shared with the team, with the reasons and evidence for the decision.

It is good practice to tell those who are affected first.





New skills

You will be dealing with private and confidential information.

Using secure software, passwords and locked resources.

Never disclose private information.





New skills

Learning information technology skills will support the role of a team leader so that they can use text, number and communication software.

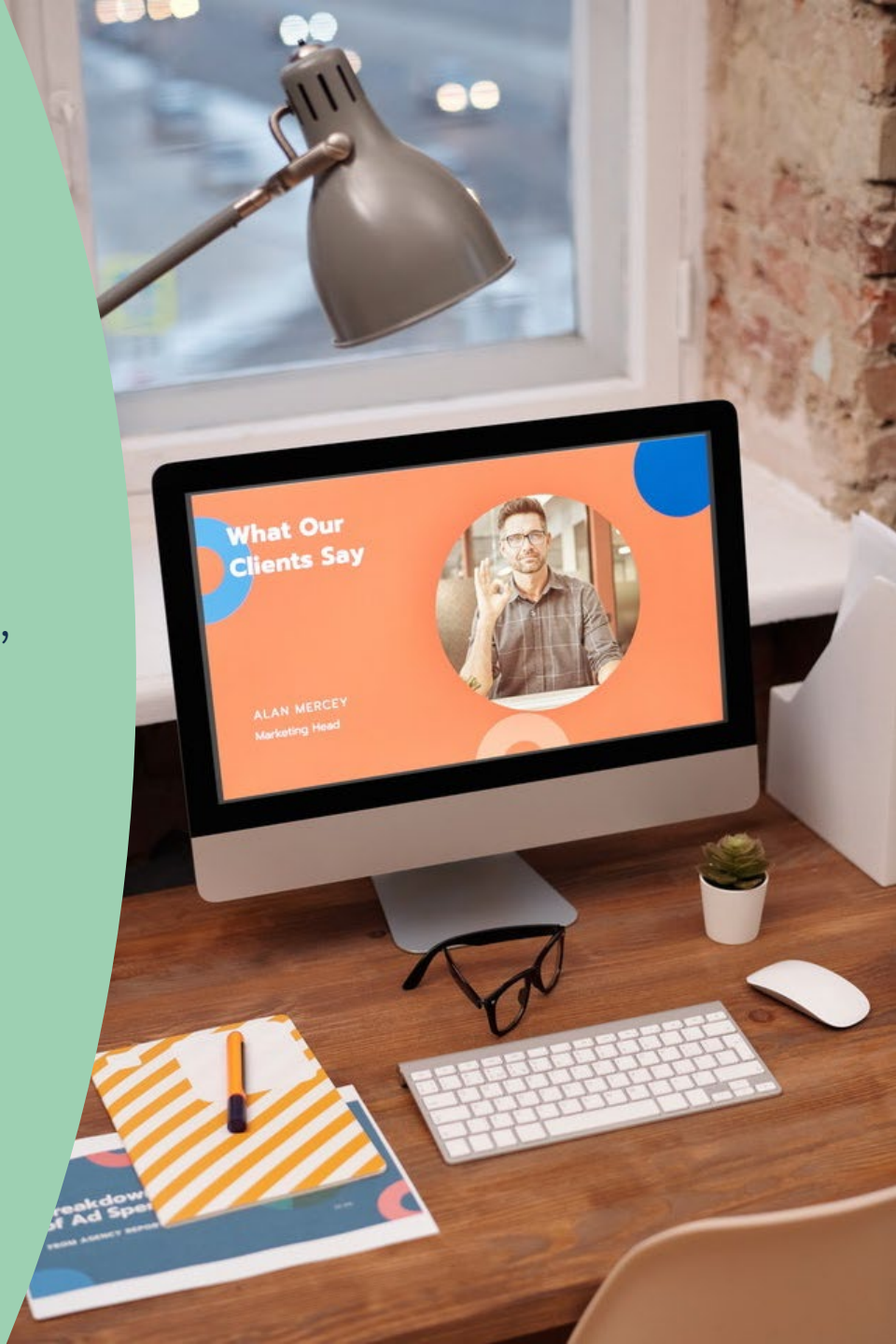




Acquiring new skills

Always be open to training opportunities, they will help you to progress in the job.

- Work based training programs
- Job shadowing
- One to one reviews and coaching





Accessing information

Working in large companies will require a team leader to know where all the policies and procedures are stored. These documents form the foundation of the role.





Revision Activity 6

What types of training opportunities are available for a team leader to gain new skills at work?