



Hospitality and Catering

Team leader/head of house/head waiter

Lesson 7

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





Dealing with suppliers

Keeping an eye on costs for the department will involve ordering, reviewing invoices and stock.

Look for areas to cut costs or improve service.





Dealing with suppliers

Working with the team to ensure they have what they need for the job.

Communicating with suppliers, to ensure they are good quality, reasonably priced and delivered on time.





Dealing with suppliers

This often means the team leader is the middle person between the supplier and the accountancy team that pay the bills.





Dealing with suppliers

Keeping open and friendly communication channels can resolve conflicts, prevent delayed payments and prevent delayed deliveries.





Dealing with suppliers

Communicating with suppliers helps to control costs and provide the team with what it needs.





Dealing with suppliers

Agreeing on price, quality and quantity, then being part of the monitoring and checking of goods delivered is all part of a team leader role.





Customer service

Most hospitality and catering outlets have set standards for customer service. It is the team leaders job to understand and monitor these standards.



Monitoring of standards

- Customer feedback forms
- Secret shopper/diner feedback
- Job shadowing





Supporting staff to meet standards

Staff should not be criticised for not meeting standards, they should be trained and supported to improve standards.

- One to one coaching and mentoring
- Performance reviews
- Work shadowing more experience members of staff
- Training courses





Revision Activity 7

How does a team leader monitor standards?