



Hospitality and Catering

# Team leader/head of house/head waiter

Lesson 5

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





# Know the law

It is essential that you know the laws related to the business.

You are the first point of contact for implementing and checking legal compliance.





# Equality and Diversity

When decisions are being made within the team, e.g. promotion, training, pay. We have a duty to ensure that we are making unbiased judgments.





# Equality and Diversity

We must ensure our teams reflect a fair and balanced mix of people with the right skills without other biases, e.g. an all male team.





# Mixed team

A well balanced mixed team will create improved decision making and a resilient team that can cope with change.





# Respecting each other

Show the team that you can embrace diversity and equality:

- No bias
- Allow other points of view
- Acknowledge different religious beliefs
- Challenge racism and beliefs that cause distress





# Group ideas

A good team leader will always listen to the ideas of others. Making these ideas happen is part of the role of helping a business be successful.





# Collecting ideas

- Ideas box
- Focus groups
- Agenda items on team meetings
- Brainstorming sessions







# Involve staff

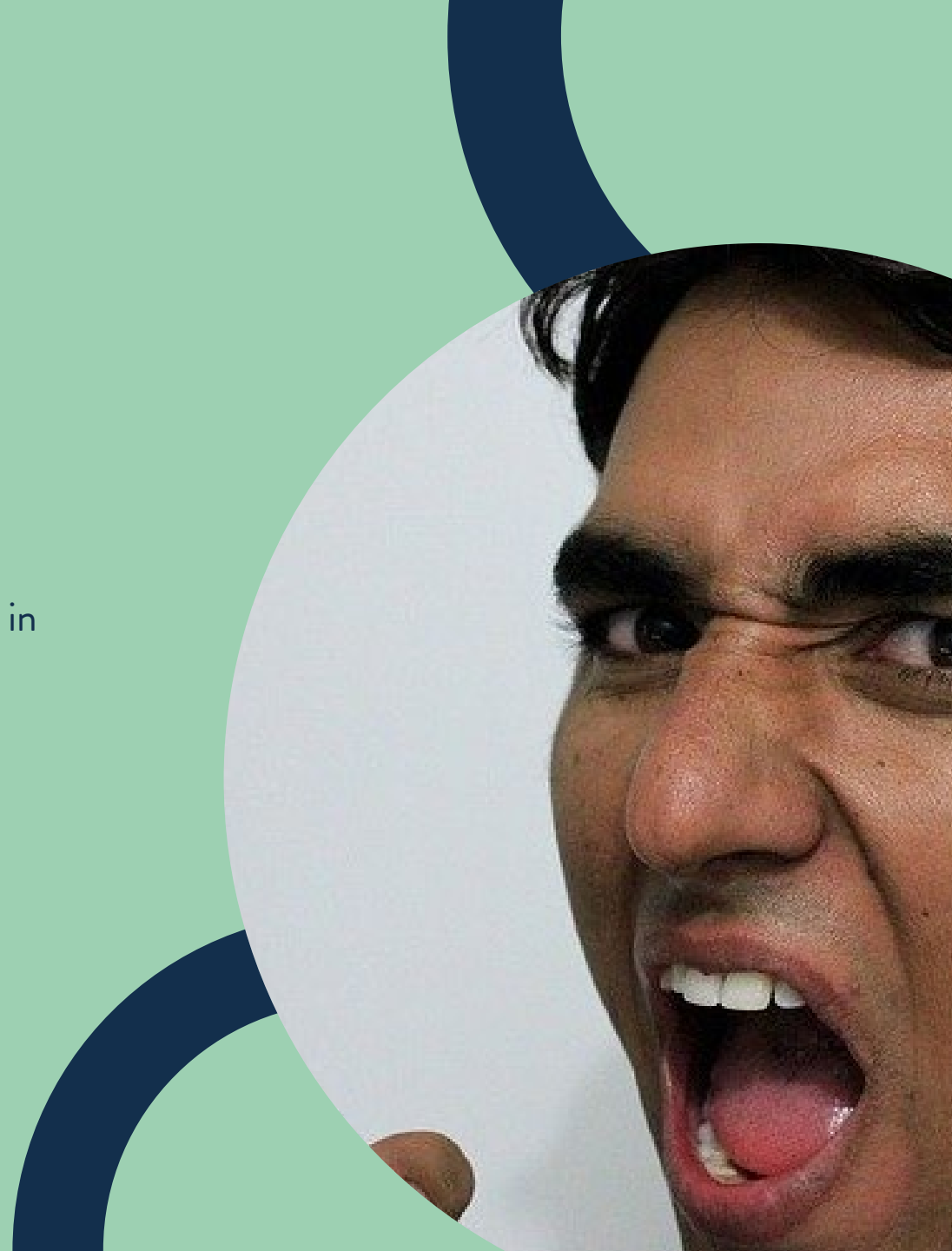
Encouraging staff to support ideas and to develop ideas can result in great ideas being used by the business.





# Conflict

Whenever people work together in fast paced and pressured work environments there are always moments of conflict.





# Conflict

A good team leader must be able to spot this and deal with it appropriately.

Conflict that is left unresolved will destroy a team.





# Standards of behaviour

Communicated at various stages and settings:

- Interview
- Induction
- Team meetings
- Performance meetings





# Identify areas for conflict

If you know where conflict might arise you can prepare for it:

- Different pay grades and job roles
- Staff training and promotion
- Personality clashes





# Avoiding conflict

- Set clear performance indicators
- Have clear business expectations
- Regular team meetings and training





# Avoiding conflict

- Clear job contracts and job descriptions
- Documenting any problems as they happen
- Following disciplinary procedure





# Help staff to avoid conflict

It is better if staff can solve their own  
conflict problems.

This can happen when staff are trained  
to do this for themselves.





# Help staff to avoid conflict

Specialist training can show staff how to communicate their problems to others and also how to listen to other peoples problems.





# Revision Activity 5

**What can help to avoid conflict at work?**