

MODULE 3

Unit 2 : STAFF DEVELOPMENT IN THE FOOD SERVICE INDUSTRY

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1.0 INTRODUCTION: In any business organization, staff members are usually encouraged to undergo training with a view to enhancing good quality output, mental alertness and profitability. In the food industry, staff need to get more acquainted to job analysis, description and specification.

This unit treats the terms used in staff development in a food and service industry.

3.0 OBJECTIVES: It is expected that at the end of this unit you should be able to:

- i. Identify the implications of staff development via training
- ii. Explain the terms used in staff training

4.0 MAIN CONTENT:

3.1 Staff Training

‘Training’ is the systematic development of people. The general objectives of training are to:

- Increase the quantity and quality of out put by improving employee skills

- Reduce accidents

- Increase the return to the employee in personal rewards, such as increase pay, recognition and other benefits which the employee wants from the job.

Make the operation more profitable by reducing the amount of equipment and material required to produce or sell in a given unit.

Make it possible for the supervisor to spend less time correcting mistakes and more time in planning.

Minimize turn over of staff because of inadequate skills

Improve morale and achieve a more satisfactory working environment.

Enable new employee to meet their job requirements and enable experienced employees to accept transfers, adept to new methods, increase efficiency and adjust to changing needs

Encourage willingness, loyalty, interest and the desire to excel.

SELF ASSESSMENT EXERCISE: Explain why it is necessary for a staff working in a food service centre to undergo training and development.

3.2 TERMS USED IN STAFF TRAINING

3.2.1 Job

All the tasks carried out by a particular employee in the completion of prescribed duties, within the setting of a particular working environment.

Job analysis

The process of examining a job to identify its compound parts and the circumstances in which it is performed. This would normally require an examination of:

The purpose of the job – What it exists for and what key results are expected from it.

The setting of the job – the physical, organizational and social condition of the job.

The main tasks that have to be performed in order to achieve, the results – What the employee does.

The resources or facilities available to the employee – What people, equipment, services etc.

Job Description

A broad statement of the purpose, scope, duties and responsibilities of a particular job. This would normally include the following:

Job title

Purpose and scope of job

To whom responsible

Place of work

For whom responsible

Main duties

Main characteristics and working conditions Key performance measures.

3.2.2 Task

An identifiable element of a job, by means of which a specific result is achieved.

Task Identification

The process of identifying and grouping the task that make up a job.

Task Analysis

The detailed and systematic examination of the skills used by an experienced worker in performing a task to the required standard.

Job Specification

A detailed statement of the tasks involved in a job, the standards required and the corresponding knowledge and skill involved.

3.2.3. Syllabus

A statement of what a trainee needs to learn, based on the comparison between the job specification and his / her present knowledge and competence.

3.2.4. Training Programme

A broad outline of training that indicates the stages or sequence of the training and the time allowed for each part.

3.2.5 Training Manual

This is a guide for the training staff and trainees that specify the points to be covered in training, standards to be achieved, methods of instruction to be used, equipment and materials required, forms and records to be kept and any tests or targets which have to be achieved. These manuals are sometimes called 'standards of performance manuals'.

4.0 CONCLUSION: The various training methods for staff that can boost the performance in food and beverage industry have been highlighted. A broad statement of the purpose, scope, duties and responsibilities of a particular job. This would normally include the following: Job Title, Purpose and scope of job, To whom responsible, Place of work, For whom, responsible, Main duties, Main characteristics and working conditions, Key performance measures

5.0 SUMMARY: Among the reasons why staff development is necessary in a food service centre are that it Increases the quantity and quality of out put by improving employee skills reduce accidents ,increases the return to the employee in personal rewards, such as increase pay, recognition and other benefits which the employee wants from the job, make the operation more profitable by reducing the amount of equipment and material required to produce or sell in a given unit and makes it possible for the supervisor to spend less time correcting mistakes and more time in planning. It also minimizes turn over of staff because of inadequate skills, improves morale and achieve a more satisfactory working environment, enables new employee to meet their job requirements and enable experienced employees to accept transfers, adept to new methods, increase efficiency and adjust to changing needs, and encourages willingness, loyalty, interest and the desire to excel.

6.0 TUTOR – MARKED ASSIGNMENT

i. discuss the terms used in staff training in a food service centre

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