Task 4

I Work schedule

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| Team member | Role and responsibilities | Performance indicator |
| Manqele(FSTM) | -To take care of trash  -To receive stock  -To perform FIFO method on stock | Stock cordinated according to the dates we receive the stock with. |
| Lukhele(runner) | -To clean product before cooking  -To bread product  -To coordinate the cooked product | The product must have a exact time to expire |
| Zanele(runner) | -To put product in the holding cabinet  -To pack for customers | By giving the right order to customers |
| Ngele (cashier) | To sell products to customers | To give service to 50 customers in 30 minutes |
| Mpho(GES) | To ask customers about our service | To be rate 10/10 with no customer complains |

Ii Meeting with team members to discuss the work schedule

* Meeting time: 07:00
* Meeting date: 02 June 2020
* Meeting location: Bedford view KFC
* Meeting attendance: Lethu Lukhele, Sipho Manqele, Zanele Zwane, Ayabusiswa Ngele, Mpho Dlamini
* Meeting agenda: This is a meeting of discussing the roles and responsibilities and what is expected of each team member.

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| Member | Role | Delegated task | Expectation |
| Manqele( FSTM) | -To ensure that the back of house is clean  -To take of incoming of stock | -To pack stock  -to defrost | Stock to be up to date |
| Lukhele(runner) | To ensure that product is available at the cooking station | To coordinate the cooked product | To ensure is enough product for customers |
| Zanele(runner) | To look after the product in the holding cabinet | To ensure that the product have correct temperature | To ensure that product do not expire and do not loss temperature |
| Ngele (cashier) | To sell product to customers | -To give good customer service  -To drop cash wish is over R1 500 in the till | To do more sales |
| Mpho(GES) | To ensure that we receive good feedback from customers | To provide help to customers in gets process | To ensure customers are happy when they leave shop |

Iii Delegate task list

The delegated task list will be made out of the information above that includes roles and responsibilities.

Evidence to team members

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| Task delegation form |
| Delegate information   * Delegate: Manqele * Employee number: 123 * Designation: Food service team member   Project information   * Project name: Rush hour * Project description: To serve customers during the lunch time and it also a special in that hour from 12:00-13:00 * Task issued by: Florance Ndaba(RGM)   Task information   * Work start and end time: 12:00-13:00 * Task description: To serve more customers in one hour * Purpose of task: To make more sales in a specific hour of the day. |

Evidence of performance

Evidence of the task will be send to the whatsapp group, send by the manager on duty.

Feedback

The task was done well since we manage to do more sales as to compare to the previous sales. We have an increase of R5 000.00

FSTM

Evidence of instruction

Email to: Manqele( FSTM)@KFC.co.za

Subject: Task delegation roster

Message:

Good day Mr Manqele

This email serve as a proof that the task was given to you and understand the role and responsibilities, you should perform on duty.

The task:

To take of the back of the house and managing the stock.

Regards

Florance Ndaba

Area coach

0737734329

Evidence of performance

Evidence of the task will be send to the whatsapp group, send by the manager on duty.

Feedback

Ngele (cashier) manage to do more sales of R2 000

Evidence of instruction

Email to: Manqele( FSTM)@KFC.co.za

Subject: Task delegation roster

Message:

Good day Mr Ngele

This email serve as a proof that the task was given to you and understand the role and responsibilities, you should perform on duty.

The task:

To make more sales, make customers spend more than what they just ordered

Regards

Florence Ndaba

Area coach

0737734329