



# *Limpopo Chefs Academy*

Project Unit 303

Supervise Staff Training

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## **Question 1-** Preparation for on-the-job coaching.

### **1.1 Rationale**

I've identified my employees needs for coaching by using the performance management tools and involving the immediate manager. Coaching helps to boost confidence, improve work performance and to build an effective communication skills

- Coaching helps to establish and take action towards achieving goals.
- Coaching also helps you to work more easily and productively with other employees.
- It also improves productivity and performance- coaching can play a key role in helping individuals to feel more confident and achieve real gains in their performance levels. Where the staff members being coached are managing or leading teams this can in return lead to improvement productivity for the team as a whole.
- Fewer accidents- Accidents are likely to occur if the employees lack knowledge and skills required in doing a particular job. The more trained staff members is the less are the chances of committing accidents at work and the more proficient the employees becomes.

### **1.2 Specific coaching needs.**

Induction- Formal induction process familiarise the new employees with the policies, procedures and expectations of the business.

Skills audit- This process analyses the skills required within each section e.g. F&B, Kitchen, Housekeeping, Front office and highlights the desired skills versus the actual skills displayed.

### 1.3 Session details and requirements.

- Discussing the coaching with the staff members.

Planning the coaching session.

Organising a time and place.

Session title: Preparing Chantilly cream

Objectives: For the staff members to successfully and confidently prepare Chantilly cream for desserts.

Location: in the restaurant's kitchen.

Resources: Meadowlands cream

- 1 medium bowl
- 1 whisk
- Icing sugar
- Vanilla essence
- 1 cloth

Time: 25 minutes

Stakeholders: staff members.

## Question 2: Coaching session.

### 2.1 Task analysis

Underpinning knowledge- The staff members must know how to whip the cream using a whisk.

- They need to know the measurements of the ingredients needed.
- What kind of ingredients are needed to prepare the Chantilly cream.
- They need to know the measurements needed.
- They need to know the consistency of the Chantilly cream

Underpinning practical skills- The staff needs to know the measurement skills

- They need to know what kind of equipment's needed.
- Need to taste in order for you to know the consistency and flavour

Occupational health and safety required- clean mixing bowl

- Clean whisk
- Hair net
- Aprons.
- Sanitizer.
- Hand washing sink and soap.

### 2.2 Session plan

Coaching strategies- know your employees

- Foster transparency.

- Create clear objectives and goals.
- Share construction feedback.
- Build mutual trust.
- Pave the way to success.

#### Introduction

Welcome the staff members

Objectives- At the end of the session they will be able to know how to prepare the Chantilly cream.

Purpose- so that the staff members will be able to prepare the Chantilly cream whenever there is a dessert order that goes along with the Chantilly cream.

Underpinning knowledge the staff members need to know how to whip the cream using a whisk

- They need to know the measurements of the ingredients needed.
- What kind of ingredients are needed to prepare the Chantilly cream.
- They need to know the consistency of the Chantilly cream.

#### Body

Trainer demonstrates- Step 1- Start by making sure that your equipment's are clean and your working station clean.

- Step 2- Pour the Meadowlands cream in a bowl .
- Step3- whisk for about 5 minutes until it thickens then add the icing sugar and vanilla essence and keep on whisking up until it is the right consistency.

Trainer and staff member staff members do it together- Thabelang will be the one explaining the process so that they can be able to understand the whole demonstration and also to provide supportive feedback throughout, and also correcting any technique as she progress.

Trainer demonstrates again- Thabelang will be the one demonstrating the skills again to reinforce the learning and then allowing them to try the skill by themselves. She will avoid jumping in to help unless there is a safety risk, instead to let them see their own mistakes and self correct.

Staff members practice individually- Thabelang will check the staff members progress and have them repeated the process again and again if necessary.

She will use open-ended-questions to elicit a full response.

#### Conclusion

Thabelang will ensure that she gives comments that are warranted and also congratulate the staff members on the job well done.

Thabelang will be the one repeating the steps and underpinning process.

#### Question 3: Follow up coaching

3.1.1 By monitoring them

\* Doing follow ups.

\* Evaluating .

3.1.2. Hire people or employees to coach other staff members when you are not around.

### **3.2. Progress report**

Who would you report to?

- The supervisor.

What is the purpose of a progress report?

- To inform the supervisor, associate or customer about a progress you have made on a project over a certain period of time.

What needs to be done with this recorded information?

- To keep training records for future use.