**Skills Test 1**

## 

In this task, you will assume the role of the Operational Manager of Bunjappy’s Capricornia Resort. Your role covers the cafes, bistro and restaurant of the resort.

The following four staff member profiles have hit your desk, and you have been asked to review, evaluate and provide appropriate coaching/training to resolve the issues.

* **Huiqi Li – a wait staff member**
  + Huiqi is from mainland China
  + She doesn’t speak much, and she seems to not have many friends at work
  + She seems to become quite flustered when confronted with an argumentative situation
* **Greg Little – 1st-year chef apprentice**
  + Greg is constantly telling new people how to carry out their tasks
  + He does not have the required experience, knowledge and/or training to teach others, and is constantly being reminded on how to perform tasks that he has already been trained in.
  + Several new staff members have had ongoing performance issues due to bad habits they have picked up from Greg.
  + Greg often fails to properly wash his hands, if he does at all, when moving between different types of produce. Training/coaching on legislative and organisational requirements to rectify this is a minimum of 5 hours.
* **Amanda Chase – 2nd-year chef apprentice**
  + Amanda seems never to manage to sync her food delivery with other preparing different components.
  + She is quick to anger and blames others for taking too long and not knowing what she is doing.
  + She always seems to overcook prawns, and always that is the fault of the recipe and nothing to do with her skills.
  + She feels that she has learnt everything there is to know and that she is being held back by inferior recipes and staff members.
* **Aman Cavendish – new chef apprentice (in his first month)**
  + Aman initially received some direction from his colleague Greg when he first started.
  + He produces solid results but feels he has gaps in his processes, knowledge and methods.
  + He has requested coaching, in an attempt, to prevent further bad habits from forming and to learn the correct processes.
  + Aman has highlighted that he does not understand what equipment is used for which products to prevent contamination and how it needs to be treated to eliminate contamination.

**Part One:**

**1: Prepare for on-the-job coaching**

**Subtask 1.1:** In this task, you are required to identify the need for coaching based on the following range of factors:

* Direction from colleagues
* Own observation and workplace experience
* Request for coaching from colleague to be coached.

Using the information provided in the scenario, identify the need for coaching for the following colleague members:

* Huiqi Li
* Greg Little
* Amanda Chase
* Aman Cavendish

Document your response in the coaching needs template given below and backup your assessment by providing appropriate reasoning.

|  |  |  |
| --- | --- | --- |
| **Coaching Needs** | | |
| **Colleague Name** | **Coaching Needs** | **Reasoning** |
| Huiqi Li |  |  |
| Greg Little |  |  |
| Amanda Chase |  |  |
| Aman Cavendish |  |  |

**Subtask 1.2:** In this task, you are required to arrange a meeting with your workers. The following people will be the participants of the meeting:

* You
* Huiqi Li
* Greg Little
* Amanda Chase
* Aman Cavendish

The agenda of the meeting is to identify specific coaching needs of each of the four workers through discussion.

Before the meeting, you need to prepare a meeting agenda using the template provided.

During the meeting, you lead the meeting and through questioning and listening techniques, cover the following topics:

* Specific coaching needs of each of the following colleagues:
  + - Huiqi Li
    - Greg Little
    - Amanda Chase
    - Aman Cavendish
* Availability for coaching sessions
* Areas where greater cooperation would yield benefits.
* Request feedback from participants.

**Subtask 1.3:** The discussions within the meeting are detailed below.

Huiqi, Greg, Amanda and Aman will express the following in the meeting:

* Huiqi Li will express the following coaching needs:
  + Coaching to overcome language and cultural barriers
  + Coaching to overcome shyness and lack of confidence.
* Greg Little will convey that he is in no need of any coaching
* Amanda Chase will convey that she is in no need of any coaching
* Aman Cavendish will express the following coaching needs:
  + Coaching about processes, knowledge and methods of cooking
  + Food handling procedures.
* In a short paragraph (maximum 200 words for each of the workers), indicate your response to their statements about their own need for training.
* Share their availability:
  + Huiqi Li: Monday and Tuesday, 11 AM – 2 PM
  + Greg Little: Thursday, 03 PM – 05 PM
  + Amanda Chase: Friday, 10 AM – 1 PM
  + Aman Cavendish: Monday, Wednesday and Friday, 1 PM – 4 PM.
* Complete the specific coaching needs document template provided below.

After the meeting, you must complete the following using the provided templates:

* Meeting minutes
* Specific coaching needs
* Coaching session plan

***Meeting agenda template***

|  |  |  |  |
| --- | --- | --- | --- |
| **Date/Time:** |  | | |
| **Location:** |  | | |
| **Chairperson:** |  | | |
| **Meeting Attendees:**  ***Full names and roles*** |  | | |
| **Agenda Item/Topic** | **Discussion/Outcomes** | **Action Officer** | **Due Date** |
| **Welcome** |  |  |  |
| **(*Agenda item 1)***  ***Topic?*** |  |  |  |
| **(*Agenda item 2)***  ***Topic?*** |  |  |  |
| **(*Agenda item 3)***  **Topic?** |  |  |  |
| **Summary** | ***Overall Summary***    ***Decision/s***    ***Action/s if any*** |  |  |
| **Next Meeting Time/date** |  |  |  |
| **Meeting closed at:** |  |  |  |
| **Minutes are a true and accurate record of the meeting** | **Approved/confirmed by whom?** |  |  |

***Meeting minutes template***

|  |  |  |  |
| --- | --- | --- | --- |
| **Minutes of Meeting**  **Meeting Objective:**    **Attendees:**    **Venue:**    **Date:** | | | |
| **No.** | **Points Discussed** | **Actions Suggested** | **Target Date** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Signature of attendee 1: Signature of attendee 2:**  **Signature of attendee 3: Signature of attendee 4:** | | | |

**Specific Coaching Needs Template**

|  |  |  |
| --- | --- | --- |
| **Specific Coaching Needs** | | |
| **Colleague Name** | **Specific Coaching Needs** | **Availability** |
| Huiqi Li |  |  |
| Greg Little |  |  |
| Amanda Chase |  |  |
| Aman Cavendish |  |  |

**Session plan template**

**Note:** Using the information you have gathered in the meeting organise coaching sessions for all the participants.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Coaching session plan (**Huiqi Li**)** | | | | | | |
| **Session details:** | Date | | Time: | | Location: | |
| **Participant details:** | Name: | | Position: | | Sex: | |
| **Coaching objectives:** |  | | | | | |
| **Coaching session plan (**Greg Little**)** | | | | | | |
| **Session details:** | Date | | Time: | | Location: | |
| **Participant details:** | Name: | | Position: | | Sex: | |
| **Coaching objectives:** |  | | | | | |
| **Coaching session plan (**Amanda Chase**)** | | | | | | | |
| **Session details:** | | Date | | Time: | | Location: | |
| **Participant details:** | | Name: | | Position: | | Sex: | |
| **Coaching objectives:** | |  | | | | | |
| **Coaching session plan (**Aman Cavendish) | | | | | | | |
| **Session details:** | | Date | | Time: | | Location: | |
| **Participant details:** | | Name: | | Position: | | Sex: | |
| **Coaching objectives:** | |  | | | | | |

**Subtask 1.4:** In this task, you are required to draft an email to your supervisor.

The purpose of this email is to inform the resort manager about the coaching arrangements you put into place and the scope of the work required for each of the workers.

Draft email to supervisor