



Team Building in a Food Service Environment

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Team Building in a Food Service Environment

- Session Objectives:
 - Understand how teams develop and function
 - Demonstrate the skills to develop and maintain an effective team
 - Implement Strategies to improve team performance



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Understand How Teams Develop Most Effective Teams:

1. Share information openly
2. Jointly participate in team tasks
3. Encourage each other to achieve goals
4. Use all available resources
5. Share a common mission



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Most Effective Teams:

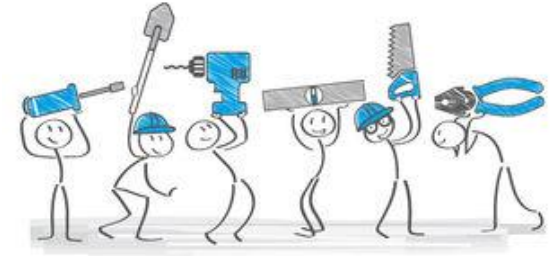
1. Share information openly:

- Cross Train employees
- Distribute assigned tasks equitably
- Have an “OPEN DOOR” policy
- Insure understanding by asking questions
- Make all materials available



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Most Effective Teams:



2. Jointly participate in team tasks

- Everyone should be involved in the team's goal
- Group rewards when a goal is achieved
- Share best practices to shorten workload tasks
- Written goals for each employee
- Pair stronger employees with new ones

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Most Effective Teams:

3. Encourage each other
 - Leverage you stronger employees
 - Share difficult tasks
 - Rotate responsibilities
 - Address everyone with respect
 - Good Morning, Thank YOU, Please...



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Most Effective Teams:



4. Use all available resources
 - 5-10 minute MINI meeting prior to service
 - Train on every piece of equipment in unit
 - Have a daily outline for equipment usage
 - Use Production records for communication

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Most Effective Teams:

5. Share a common MISSION

- Explain the WHY, WHAT and WHEN
- Understand the expected finished product
- Have benchmarks for standards
- Share and reward success often
- Recognize outstanding performers publicly



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Teams form differently, but all share commonalities:

- Day One: The beginning
- First Month: Getting acclimated
- Full Speed: Gaining knowledge of group strength

TEAM: Understanding of the potential



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Develop and Maintain Effective Teams: When teams are forming

- Expectations and goals are unknown
- Some members may observe - others engage quickly
- As individuals learn their roles they find ways to work together
- It takes time before a group becomes a TEAM

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Day One: Back to School and Training

- New Staff may be guarded.
- Preconceptions may be present
- New and experienced members form opinions of their teammates
- During this stage, productivity can be lower than normal



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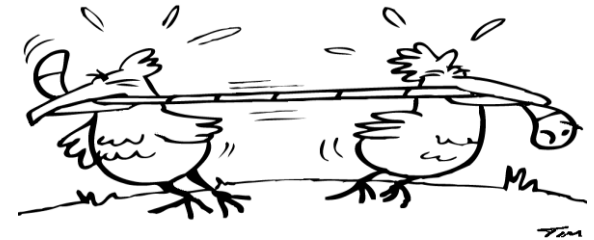
Day One – Managers Can Effect Team Development:

- Share responsibility for outcomes
- Encourage open dialogue
- Redirect team issues in to TEAM Solutions
- Provide structure, a clear set of expectations and common goals
- Create a climate of trust and respect



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First Two Weeks-Month:



- Competition will be present
- Conflicts will appear
- Power struggles will occur
- Issues with responsibility for tasks will arise

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First Two Weeks-Month: Managers can Effect Team Development:

- Share past success and best practices
- Solicit divergent points of view
- Encourage two-way communication
- Support collaborative team efforts
- Openly explain the decision-making procedures



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Running Full Speed Ahead



- Characterized by cohesiveness among members
- Teammates share the same expectations and goals
- Teammates trust each other to accomplish all tasks
- Open communication
- Celebrate the little successes and recognize incremental improvement

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Full Speed Ahead: Managers can effect team development

- Communicate frequently and openly about concerns
- Encourage members to manage the team process
- Give positive and constructive feedback
- Support group initiatives
- Holding team responsible for successes



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TEAM Performance:

- The Staff understands all goals/tasks, and works through minor conflicts autonomously
- Communication is open and supportive. Members interact without fear of rejection
- Leadership is participative and shared. Different viewpoints and information are shared openly
- Conflict can be a catalyst that generates creativity in the problem-solving process

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Performing – Managers Can Effect Performance:

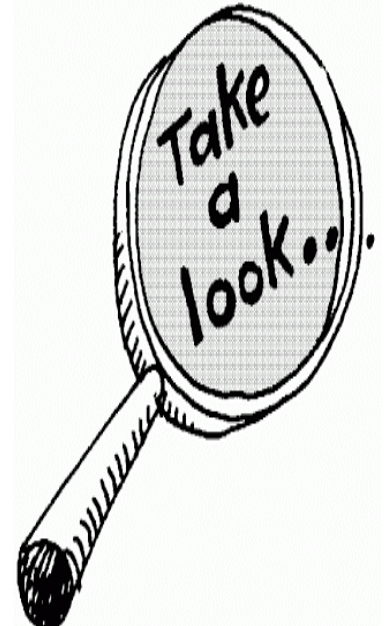
- Offer feedback when requested
- Support new ideas and ways to achieve outcomes
- Encourage ongoing self-assessment
- Develop team members to their fullest potential
- Look for ways to increase the team's capacity



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Strategies to Improve Team Performance: Teams are Made Of Individuals

- After a team is operating at full capacity conflicts still arise due to personal opinions or expectations
- Resolving these conflicts effectively can enhance performance
- The supervisor may occasionally need to counsel individuals or small groups



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WARNING!!!!



Changes in the composition of the team or its leadership may push the team back to Day One.

When managers or staff are reassigned it could create a vacuum in talent and knowledge levels

Adding new staff to the team requires a different workload for all team members

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Challenges when adding or subtracting from a TEAM

- Be very selective when hiring, & always conduct a reference check.
- Remember that one team member's problem can affect the whole group.
- Conduct periodic environment checks.

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Problem Solving Process:

- Can the conflict be resolved openly?
- Set an expected outcome.
- Discuss and analyze the facts.
- Develop and explain alternatives.
- Decide and implement.



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Effective Team Management: Employee Counseling

- Speak in private. Be relaxed.
- Be specific about expected improvement.
- Ask the employee for his or her thoughts including solutions.
- Insure understanding.
- Follow up.



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The most effective teams fulfill expectations and complete tasks:



- Setting a specific objective and timeline
- Gather and analyze the facts
- Develop alternatives and back up plans
- Consider alternatives and possible courses of action
- Decide and respond

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In Review: We Discussed

- How groups become teams.
- How teams develop and ways to enhance team development.
- Team problem solving process.
- The team building and problem solving process.



Questions?