

## Chapter 13: Exam practice question

### Catering at le Menu

- 1 Explain the types of leadership style Pierre and Oscar most closely represent. (6)
- **Pierre:** autocratic
  - **Oscar:** democratic or paternalistic (either is acceptable)

Answer should identify and explain features of each leadership style and make links to the case study.

SL: apply **Resources table 1** mark band descriptors.

HL: apply **Resources table 2** mark band descriptors.

A conclusion is **not** required.

- 2 Analyse the possible reasons why Le Menu overspends on food. (6)
- The chefs suggest the menu and they are not the ones who control quotes or are responsible for managing the budget.
  - Perhaps suppliers are expensive (though there is no evidence for this in the text).
  - Quotes may be done by Oscar, whereas it is Pierre who works on the menus. If communication is poor, the quote and the menu may not match.
  - Quotes are for five-course meals with canapés and drinks – this may not be fully reflected in the price and so they may spend more than the quoted cost.
  - Any other relevant point.

SL: apply **Resources table 1** mark band descriptors.

HL: apply **Resources table 2** mark band descriptors.

A conclusion is **not** required.

- 3 Discuss the advantages and disadvantages to Le Menu of Oscar's style of leadership. (8)
- Advantages:
- Events are probably high pressure. In these circumstances, one person may need to take urgent decisions for instant action.
  - Temporary staff (new or old staff) are not all experienced in working together and so may need a lot of firm direction.
  - There will be no question about who is in charge or what to do.
  - Staff with lower skills often need more definite direction than highly qualified staff.
  - High standards can be maintained to support the reputation of Le Menu.
  - Any other relevant point.

Disadvantages:

- Oscar's reputation may stop good workers wanting to work for him, so the quality of service may fall.
- He may demotivate workers, leading to lack of enthusiasm or lower productivity.
- Valuable ideas that come from workers may be ignored.
- If he cannot find staff willing to work for him, the business will not be able to operate.
- Communication channels may be blocked by unwillingness to talk to Oscar.
- Any other relevant point.

SL: apply **Resources table 1** mark band descriptors.

HL: apply **Resources table 2** mark band descriptors.

A conclusion is **not** required.