



CURIOUS, CURIUSER AND EVEN MORE CURIOUS

At Activate Learning we believe that developing attributes for employment is as important as gaining qualifications.

We have combined the Activate Learning Attributes which are Resilient, Aware, Enterprising, Professional and Confident with the two features Heston feels are essential for success in the hospitality and catering sector. These are Restless Perfectionism (working to high standards and always looking for ways to develop and improve)

and Creative Curiosity (questioning everything to learn and develop new and innovative ways of working).

So what does that actually mean?

RESTLESS PERFECTIONISM

Working towards achieving Restless Perfectionism means that you will have a clear idea about the strengths and skills you already have and the areas you would like to develop in order to achieve even better standards. You will be able to plan and organise your work so that you can take responsibility and contribute to your team's deadlines, achieving your allocated tasks to high standards.

You will ask questions of lots of different people so that you can learn new things, share ideas, collaborate and keep developing your knowledge to get even better at your job. Finding new perspectives, being open minded and exploring different ways and innovative ways of doing things will be important to you. Equally important is building positive, respectful relationships with your team and others so that everyone can do their best. When you don't agree with someone or you find yourself in a challenging situation you will manage your emotions and behaviour, staying professional and positive throughout. You will view challenges as opportunities to problem solve, make decisions and find new solutions. Regularly asking for feedback will provide you with the opportunity to consider how to keep fine tuning and improving your skills as well as celebrating your successes.



These are the attributes that contribute to 'restless perfectionism'.



MOTIVATED

Being consistently interested in new things means you're self-motivated to put in the time and effort to learn. You don't need anyone to tell you that you must do something; instead, you're focused on doing it because you want to keep learning and developing. Being curious and self-motivated also means you don't get down when something goes wrong. Instead, you're even more motivated to solve the problem.

'Ambition matters. You can succeed without talent, but you have to decide what you want'. Heston Blumenthal



RESPECTFUL

It is very likely that you will work within diverse teams and being culturally sensitive, respecting and valuing the contributions of your colleagues, helps to create a high performing team. If you are leading a team you will need to be able to give direction to your team and maintain a respectful and positive atmosphere. You will need to know how to guide, coach and support teams so that operations run smoothly to the highest standards.

'I haven't raised my voice for eight to 10 years in the kitchen. And I won't have anybody shouting. If I hear of anybody having a go at anyone else, they'll get disciplined'. Heston Blumenthal



INDEPENDENT

Being independent means using self-discipline in working with little or no supervision and being thorough and meticulous in your methods to accomplish and complete tasks.



REFLECTIVE

There is always something to learn and so seeking out feedback, accepting criticism and adjusting to meet the customers' needs is an essential attribute. Asking questions and being open to learning helps you to identify your successes and things you would like to modify and continue to improve.

'I have this desire to keep improving, so I find fault'. Heston Blumenthal



SELF-RELIANT

Self-Reliance is the ability to work quickly but efficiently, thinking on your feet, working with little or no supervision, and depending on yourself to get things done to high standards. Being able to handle a lot of things at once and being able to keep a level head while completing multiple tasks well is an attribute you'll find very useful.



CUSTOMER FOCUSED

From the creation of a dish to the plating of the food, attention to detail is a critical component. It is important to be customer focused in ensuring customer satisfaction and applying that attention to detail to ensure consistent high standards that meet customer needs.

'Food critics are very important for the business and obviously to bring the general public in, but ultimately you're cooking for your customers and you want to give them the best pleasure and experience'. Heston Blumenthal



COMMITTED

All kitchen staff work very hard and must be fully committed to the demands of a busy commercial kitchen. An essential quality is having the stamina to remain focused, committed to high expectations and being able to consistently produce top quality food sometimes in challenging conditions.

'I was determined that if I failed it wouldn't be due to lack of effort'. Heston Blumenthal



TEAM PLAYER

Being a team Player means that you cooperate with your team, work together and help each other out to make sure that the tasks are completed to high standards. You'll want to be supportive of your co-workers and work effectively with other staff and management. With every player on the team working together for the same goal, and doing their individual job the best they could, the teams find success.

'The team live in a whirlwind of culinary, creative and scientific activity. It's a great forum for learning, but amidst all the hard work and serious business of producing quality food, is the ethos of play and fun'. Heston Blumenthal



CAPABLE

When you are in the kitchen, your job is about more than just cooking food. You must work efficiently within a tight team and to do this, you'll need to be organised, plan and schedule your day, work to deadlines and contribute effectively to the overall team output to achieve high standards.



PERSEVERING

Curious people want to figure stuff out and persevere until they discover more about the issue or get to the bottom of the problem rather than giving up. Perseverance is the ability to work under pressure, meet tight deadlines and overcome obstacles when they get in the way.

'Fear of failure drives me and I like to pull out of my comfort zone. You need freedom to fail'. Heston Blumenthal



LEADER

In order to lead an entire team of kitchen staff, budget for food, determine how much of each ingredient to buy each week, schedule shifts for employees and anticipate the busiest times of day in the kitchen and maintain the highest of standards you will need to develop leadership skills.

'If someone keeps making a mistake in the kitchen, instead of shouting at them, as a boss you've got to admit it's your responsibility. Either it's the wrong person for the job, you're expecting too much of them, or you've not trained them properly'. Heston Blumenthal



SELF-AWARE

Working in a commercial kitchen can be challenging because there are many things happening all at once. This is where having a cool head amid pressure is an invaluable attribute. Being self-aware and knowing how to manage feelings and prevent yourself from being overwhelmed in order to maintain a focus on creating dishes to the highest quality is important.