

## ASSESSMENTS

### BSBWOR203 Work Effectively with Others

<b>Trainee/Student Name:</b>	
<b>Assessor Name:</b>	
<b>School/Venue</b>	
<b>Year (if applicable)</b>	

RECORD OF EVIDENCE	
o KBT	Date achieved:
o Activities	Date achieved:
o Role Play/Discussion	Date achieved:
o PD	Date achieved:

#### Unit Completion

**This section below is only to be signed off when the trainee has achieved competency in all elements of this unit of competence.**

1. Develop effective workplace relationships
2. Contribute to workgroup activities
3. Deal effectively with issues, problems and conflict

UNIT OF COMPETENCE	
Trainee/Student Signature:	Date:
Employer/Supervisor Signature:	Date:
Assessor Signature:	Date:

ASSESSMENTS - Work Effectively with Others BSBWOR203 V2 1017  
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1. What are the benefits of working as a team?

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2. Identify team goals that exist within your workplace/school?

1. 

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2. 

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3. 

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3. a) On a typical day, name 5 responsibilities and duties that you would perform individually in your workplace to help achieve the team goals.

1. 

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2. 

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3. 

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4. 

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5. 

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3. b) Pick one of the above duties and describe the steps to perform the task.

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4. When working in a team you need to work in a manner that promotes cooperation and good relationships. Name the 4 key principles of teamwork.

1. 

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2. 

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5. a). How do you ensure that all tasks are completed within the designated time frames?

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- b). Identify two resource constraints in your workplace/school?

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6. List 4 pieces of information you could share with your team to ensure work goals are met.

1. 

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3. 

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4. 

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7. Give an example of an opportunity for improvement in your workplace/school that you may have identified and how do you liaise within your workgroup.

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8. What is constructive feedback?

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9. Give an example of constructive feedback. (You can use an example you may have experienced).

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10. Identify differences that you may find within a Hospitality/Tourism environment in the following areas and give an example of how you can accommodate the differences.

Area of difference	Example	How can you respect and accommodate those differences?
Personal values	E.g. To not eat meat	Provide vegetarian options, offer to complete meat related tasks if colleague not comfortable in doing so.
Personal values		
Beliefs		
Linguistic		
Cultural		

11. List five examples of customer complaints or conflict with colleagues that you may encounter in the workplace/school.

1. 

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2. 

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3. 

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4. 

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5. 

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12. Using one of your answers from question 11, suggest ways in which you can manage this conflict and to whom would you seek assistance should it be required?

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13. Give examples of three organisational standards, policies and procedures that relate to your own role in your Hospitality or Tourism environment.

Organisational standards (E.g. Food served within 20 minutes)	1.
	2.
	3.
Organisational policies (E.g. Uniform policy)	1.
	2.
	3.
Organisational procedures (E.g. Hand washing procedure)	1.
	2.
	3.

**ACTIVITY 1**

Give a description or example of the following conflict resolution techniques:

Conflict Resolution Technique	Description or example
Coercion	
Accommodation	
Avoidance	
Collaboration	

**ACTIVITY 2**

You have been instructed by your manager to teach a new employee one of your daily duties/tasks.

Create a simple procedure document showing the step by step instructions on how to complete the task.

Your instructions will need to show the timeframe for each step and the quantities of resources required.

This task must be completed to meet the standards of your organisation, so consider the presentation of the document.

### ROLE PLAY/DISCUSSION

Select a scenario from the examples below and demonstrate your understanding of the following criteria:

- Respect differences in personal values and beliefs and their importance in the development of relationships
- Identify any linguistic and cultural differences in communication styles and respond appropriately
- Identify issues, problems and conflict encountered in the workplace
- Seek assistance from colleagues when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person.

#### Scenario 1

You are serving in a busy cafe. It is early morning and there are lots of people placing orders. A man approaches you and requests an order. His English is very poor and you do not understand what he is saying.

Using the above criteria role play/discuss how you would handle the situation.

#### Scenario 2

A new employee is starting work. You have been asked to show this person around and introduce them to other members of your work team. He does not speak English very well and has only been in Australia for a short period of time.

Using the above criteria role play/discuss how you would approach this situation.



Student/Trainee Name: \_\_\_\_\_

This Role Play/Discussion Record forms part of assessment for this unit. It must be completed for each participant.

**ROLE PLAY/DISCUSSION**

Did the participant:

Deal effectively with issues, problems and conflict.

1. Respect differences in personal values and beliefs and their importance in the development of relationships?

Yes ☐

No ☐

Additional Comments:

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2. Identify any linguistic and cultural differences in communication styles and respond appropriately?

Yes ☐

No ☐

Additional Comments:

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3. Identify issues, problems and conflict encountered in the workplace?

Yes ☐

No ☐

Additional Comments:

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4. Show ability to seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person?

Yes ☐

No ☐

Additional Comments:

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5. Did the participant present information and seek advice using language and features appropriate to the audience?

Yes ☐

No ☐

Additional Comments:

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6. Did the participant contribute to discussions using listening and questioning techniques and respond to the elicit views of others to clarify or confirm understanding?

Yes ☐

No ☐

Additional Comments:

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Assessor signature:

Date:



The following sections will be assessed at a time agreed with your trainer.

## PRACTICAL DEMONSTRATION

### Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the industry capability – workplace effectiveness field of work and include access to:

- office equipment and resources
- workplace documentation
- case studies and, where possible, real situations
- Interaction with others

Develop effective workplace relationships	
<ul style="list-style-type: none"> <li>Identifies own responsibilities and duties in relation to working in the team environment. Details:</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Undertake activities in a manner that promotes cooperation and good relationships.</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Takes time and resources constraints into account in fulfilling work requirements of self and others Details:</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Trainee encourages, acknowledges and acts upon constructive feedback provided by others in the workplace Details:</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Ability to identify problems and conflicts and address them appropriately Details:</li> </ul>	Date:
Contribute to workgroup activities	
<ul style="list-style-type: none"> <li>Provides support to team members to ensure workgroup goals are met. Details:</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Contributes constructively to workgroup goals and tasks according to organisational requirements</li> </ul>	Date:

<ul style="list-style-type: none"> <li>Shares information relevant to work with workgroup to ensure designated goals are met Details:</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Ability to liaise with workgroup to identify and plan any strategies/opportunities for improvements within the team. Details:</li> </ul>	Date:
<b>Foundation skills</b>	
<ul style="list-style-type: none"> <li>Identifies and interprets information to determine task requirements</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Understands responsibilities of own role and follows explicit and implicit organisational protocols and procedures</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Selects and uses appropriate communication practices when seeking or sharing information.</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Establishes and builds rapport and relationships with others to foster a culture of respect and cooperation in communications</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Plan and organise work commitments to ensure deadlines and objectives are met</li> </ul>	Date:
<ul style="list-style-type: none"> <li>Uses formal analytical thinking techniques to recognise and respond to routine problems Details:</li> </ul>	Date:

[illegible]