

ANSWER GUIDE

WORK EFFECTIVELY WITH OTHERS

BSBWOR203



HOSPITALITY GROUP TRAINING

1. What are the benefits of working as a team?
To ensure the efficient and effective operation of a tourism and hospitality business. The highest level of achievement is attained when a team is committed to a task and full use is made of each team member's talents.
For smooth service
Time efficiency
To achieve the same goals/ effectiveness
2. Identify team goals that exist within your workplace/school?
Answers will vary; remember a goal is a statement of what you want to achieve.
Goals describe:
 - What will happen if you reach your goal? (We will win a tourism award)
 - A time frame during which the outcome is to be completed (By Friday)
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.
Answers will vary
Eg.
 - To provide accurate processing of payments to achieve the goal of zero accounting discrepancies this week.
 - To provide coffee service to the restaurant over lunch service to assist the wait staff.
b) Pick one of the above duties and describe the steps to perform the task
Answers will vary
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.
 - Tolerance - acceptance of others, respecting their views
 - Honesty - establishing trust, open and honest communication
 - Commitment and dedication- interaction of all players with each completing their task
 - Flexibility - accepting additional duties, assisting other team members in achieving theirs.
5. a). How do you ensure that all tasks are completed within the designated time frames?
Work with colleagues and communicate problems with completing a task. Ask for assistance. Work to a schedule and use time management skills.

b). Identify two resource constraints in your workplace/school?
Answers will vary
E.g. Constrained to serving in the coffee shop only during lunch/recess times, size of the venue, skill levels of staff, equipment constraints.
6. List 4 pieces of information you could share with your team to ensure work goals are met.
Customer feedback,

New products,
Menu shortages,
Tasks to be completed
Menu descriptions
Progress of customers

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.

Answers will vary

E.g. To provide muffins with coffee to increase sales- discussed with supervisor and provided them with costing/ideas for implementation.

8. What is constructive feedback?

Communication which alerts an individual to an area in which his or her performance could improve. Constructive feedback is not criticism; it is descriptive and should always be directed to the action, not the person. Start with the positive. Reinforce the things that the other person is doing well before discussing the criticism.

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

Answers will vary

Constructive feedback is a form of criticism, although it should be offered in a way that exposes the bad points, and gives advice to improve upon them. Eg. 'The way that you are holding that tray could lead to spillages and accidents. Can I show you a better way to hold it?'

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.

Answers will vary, examples given below.

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.
Beliefs	Religious beliefs	Roster considerations to accommodate festivals/rituals, food options.
Linguistic	English second language	Use pictures, visual aids, speak clearly and slowly.
Cultural	Greeting procedures	Let the customer/colleague take the lead and follow their procedure- eg, hand shake.

11. List five examples of customer complaints or conflict with colleagues that you may encounter in the workplace/school.
- Bad service
 - Cleanliness
 - Unreliability
 - Late back from breaks
 - Not performing all duties properly
 - Not performing tasks within timelines
 - Food not cooked properly
 - Rude customers
 - Rude wait staff
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?
Answers will vary
13. Give examples of three organisational standards, policies and procedures that relate to your own role in your Hospitality or Tourism environment.
Answers will vary, examples given to student.

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.