

ANSWER GUIDE

SHOW SOCIAL AND CULTURAL SENSITIVITY

SITXCOM002



HOSPITALITY GROUP TRAINING

1. Why is it important to recognise and understand the difference between people and their cultures?

Awareness and knowledge is a first step to understanding – the more we know and understand, the more we gain from our relationships with people from all cultures.

Can try to avoid offending - causing conflict/ misunderstandings and discrimination. Show respect and value for the customer

2. a) Name two types of communication.

Verbal, Non-Verbal communication

b) Why is body language so important when dealing with colleagues and customers from different social and cultural groups?

Your body language must be in tune with the message you are sending. If you are not looking at the person you are speaking with or looking around or distracted by other people, then the customer/colleague will be unable to relate to the message.

3. a) Name three social or cultural issues that may cause conflict or misunderstanding in the workplace

Expectations are not met, there is a language barrier, information is not clear and understandable, communication is rushed or not complete, slang or local colloquialisms are used, humour is used inappropriately, there is a cultural ignorance and insensitivity, there are differences in cultural practice, there is conflict between different nationalities, religious or ethnic groups, time is not spent to resolve an issue.

b) What is the procedure in your hospitality environment if you were unable to resolve the conflict or misunderstanding yourself?

Answers will vary

c) Explain how a manager or supervisor would follow up on escalated problems and unresolved issues

Answers will vary

4. Describe how the following Act's relate to your hospitality environment and the job role that you do

Answers will vary depending on hospitality environment examples chosen.

Age Discrimination Act 2004	Whether you are young or old, you have the right to be treated fairly and to have the same opportunity as other Australians.
Disability Discrimination Act 1992	People who have disabilities have the same rights as other Australians.
Sex Discrimination Act 1984	All Australians have the right to be treated equally and not discriminated against on the grounds of sex, pregnancy or their marital status. They also have the right to not be sexually harassed.

Racial Discrimination Act 1975	Discrimination against people on the basis of their race, colour, descent or national or ethnic origin is unlawful.
Australian Human Rights Commission Act 1986	Defines discrimination and connects Australia to international human rights laws.
Equal Opportunity Act 1984	State level legislation which covers discrimination on the basis of sex, sexual orientation (including by association), marital status, pregnancy, breastfeeding, race, religious or political conviction, age (including by association), impairment (including by association), family responsibility or family status, and gender history. It also covers Sexual harassment and racial harassment and gives relevant details on fines applicable. In the workplace everyone must be treated fairly.

5. Name 5 key principles of fairness and equity in the workplace in relation to interacting with colleagues and customers

- Being aware of the diversity of people. Employees should not expect other people to automatically share the same values as them.
- Being aware that an individual's own culture influences their understanding of every part of their day-to-day lives.
- Respecting the fact that people are different and respecting their right to do things differently.
- Accepting the fact that individuals will never fully understand a culture which is not their own.
- Building significant relationships with people who are different from themselves.
- Draw on multiple perspectives, experiences, strengths and potentials for mutual benefit
- Throw away the fear factor – prejudice stems from fear.
- Not expecting cultural awareness and understanding to come easily. This is something that needs to be worked continually.
- Being prepared to challenge initial reactions to people from other cultures. Being aware of the fact that an individual's reactions are based on the rules of their own culture.
- Trying to avoid stereotyping and labelling people.
- Treating people as individuals.

6. Choose three main inbound tourists that visit Australia and describe their cultural and religious protocols and how your hospitality environment can assist

Tourist	Cultural and Religious Protocols
Japanese	<ul style="list-style-type: none">• To travel in groups• Expect punctuality• Expect high standard of grooming• Prefer twin share accommodation
Americans	<ul style="list-style-type: none">• Expect quality service and product knowledge• Prefer large servings of food• Like to be served water before ordering food
British	<ul style="list-style-type: none">• Young tourists who are often backpacking and therefore want job opportunities in the hospitality industry• Long stay and cheap accommodation

7. Explain the main social and cultural groups in Australian Society

Answers will vary

Indigenous Australia

Family – including extended family are a high priority.

Shared Responsibility – each person is required to be responsible in one area or another. If this role is neglected it becomes automatic for another member of the family or extended family to 'fill in'.

Acceptance – each individual is understood for both their strengths and weaknesses.

Sharing – Is seen as part of Aboriginal people's responsibility, it is an honour.

Equality - each person is respected with the 'right' to be an equal

Belonging - to your people, your land and your 'rights' are of utmost importance.

Ownership - is a shared experience.

Land- gives us a complete sense of belonging.

Respect – for ones positions and responsibilities in all areas.

Time Orientation – Aboriginal people often focus on the past and present rather than on the future, with the attitude of 'live for today', and not for tomorrow.

Person Orientation – human relationships and interactions are valued. Material gain may have little or no interest.

Aboriginal people are very religious and spiritual, but rather than praying to a single god they cannot see, each group generally believes in a number of different deities

8. Where would you source assistance from in communicating with colleagues and customers from diverse social and cultural groups?

- government agencies
- diplomatic services
- disability advocacy groups
- educational institutes
- interpreter services
- local cultural organisations

9. List the requirements that hospitality environments might have in place to ensure they are able to satisfy the needs of customers/guests with each of these disabilities.

Disability	Requirement
Hearing Impairment	<i>Example: Written information for customers to read</i> Employees trained in sign language Effective signage
Sight Impairment	Clear walkways Tactile buttons in lifts Parking spaces
Mobility Impairment	Clear walkways Lifts/elevators Parking spaces Ramps Automatic doors
Intellectual Impairment	Effective signage Clear and simple written information

10. List 5 approaches that can be used to overcome language barriers in the workplace

- communicating through the use of:
 - gestures
 - signs
 - simple word in English or the other person's language
- giving simple directions
- giving simple instructions

ACTIVITY 2

1. Where would you find the dispute resolution procedures?
In the handbook
2. What will happen if the supervisor does not act in accordance to the anti-discrimination policy?
They will receive disciplinary action
3. What are the 11 main discrimination categories that the policy strives to not discriminate against?
 1. Race
 2. Colour
 3. Sex
 4. Age
 5. Marital status
 6. Family responsibilities
 7. Pregnancy
 8. Religion
 9. Political opinion
 10. National extraction
 11. Social origin

ACTIVITY 3

1. In what year was the most current Fair Work Act published?
2009
2. What is not considered as unlawful discrimination?
Some different treatment such as general performance management may not be an unlawful discrimination issue.
3. What is considered as adverse action?
Action that is unlawful if it is taken for a discriminatory reason. E.g. dismissing an employee