**In the case, the communication process includes these steps below from the basic communication model：**

1.Sender-Chris, the chef at Alfresco Dining, is the primary sender who initiates communication with the employees regarding food hygiene practices and training. 2.Message-The message Chris wants to convey is the importance of maintaining proper food hygiene practices in the workplace and the need for training to ensure the safety of the customers and the business's reputation.3. Encoder-Chris encodes his message through verbal communication, written instructions, and training sessions. He also tries to engage with employees on a personal level and pairs new employees with experienced ones. 4.Channel-The channels used for communication are face-to-face interactions, training sessions, meetings, and written instructions displayed in the kitchen.5. Decoder-The employees at Alfresco Dining decode the message based on their understanding of Chris's instructions, language proficiency, and cultural background. 6.Receiver-The staff at Alfresco Dining, who are responsible for implementing the food hygiene practices, are the receivers of the message. 7.Feedback-The feedback loop is incomplete or ineffective due to misunderstandings, lack of proper training, and communication barriers.

**Noises that disrupt the flow of effective communication in the case:**

1. High staff turnover-The staff turnover rate is high; the training is rushed. Most employees received some form of food hygiene training, although it was incomplete. 2. Inadequate training methods-the different cultures, different education and different language abilities of the staff meant that the training was not as effective as Chris had hoped. Often, the message is misinterpreted and misinterpreted. 3. Lack of support from the restaurant founder-Although Jonathan initially supports Chris's efforts to maintain food hygiene standards, he is concerned about the additional costs for training, which may lead to potential resistance or lack of resources for effective communication and training. 4. Emotional barriers: Chris's frustration and anger at the situation may have made it difficult for him to communicate effectively with his employees.