Unit 202: Understand business success

# Worksheet 14: Know the contribution that people make to a business (Tutor)

**Describe the characteristics of an effective team:**

Effective teams have a common goal, they have one shared objective that each team member is working toward. This goal is known to all team members, motivating, and has a clear path to achievement. They are inclusive with good communication skills built on trust.

**What is meant by onboarding of new staff?**

A formal induction process is used to communicate essential knowledge and systems to new staff members.

**List examples of the following content that you would expect in an induction process**

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| Key content | Example |
| Introduction to the organisational structure | Organisational chart, manager and supervisor responsibilities, etc. |
| Key policies and procedures | Contract of employment, hygiene policy, SOPs for guest communication. |
| Health and safety policy | Hygiene policy, HACCP, manual handling, fire safety, first aid, chemical training. |
| Rules and regulations | Attendance, time keeping, personal hygiene. |
| Standard operating procedures | Dress code, communications, answering a phone, taking a reservation, cleaning, table setting. |
| Employment rights | Contract of employment, health and safety, pay slip. |
| Performance management system | Performance criteria, competencies, reporting tools. |

**List three benefits of good teamwork:**

**Explain the following key principles of good teamwork:**

|  |  |
| --- | --- |
| **Defined goals and objectives** | Have a common goal, they have one shared objective that each team member is working towards, this goal is known to all team members, motivating, and has a clear path to achievement. |
| **Clear roles and responsibilities** | Understanding your role and having clear responsibilities supports good teamwork. Everyone knows who is responsible for particular tasks. It also serves to ensure standards are met. |
| **Honest communication** | Honest communication builds trust between colleagues and guests. Knowing when to ask for help when under pressure to meet deadlines is essential within the hospitality business. |
| **Accountability** | Taking responsibility for your role is essential. You are accountable for the way you perform or carry your responsibilities. |

**Explain how defined goals and objectives contribute to an effective team:**

Having a defined goal and objectives focuses a team’s effort to achieving the same goals and objectives, having a common target will increase productivity and help towards business success.

**Describe how the interactions between departments contribute to business success:**

A major contributing factor to guest satisfaction is good inter-departmental communication and teamwork. Departments work together to meet the guest expectations, examples include restaurant and kitchen, reception and housekeeping.