

Unit 206: Understand own role in self development

Activity 7: Feedback scenario

Scenarios with examples of constructive feedback

Scenario #1

Tim is hardworking but he is frequently late for his bar shift.

The feedback:

“Hi Tim, I was going through everyone’s performance report from the last few months and I must say you have done a really great job. However, I feel that you could achieve more every day by coming in to work on time and that way you’ll also be able to maintain a sound work-life balance. How do you think we can support you in achieving this?”

Scenario #2

Bella has been constantly missing key tasks during her shifts on the front reception desk, this should focus on skills and knowledge gaps with her job role.

The feedback:

“While review everyone’s daily task progress, I came to realise that a number of your daily tasks aren’t being completed. Is there something that’s bothering you from getting your tasks complete as per daily task schedule?”

I got to know from your team members that you put in a lot of effort into your work and I sincerely appreciate it ,but is there a reason why the tasks aren’t being completed?”

Scenario #3

Josh the Commis Chef is a great team member in terms of performance but struggles with his communication skills.

The feedback:

“I have heard a lot of compliments about your work and I would like to thank you. However, I noticed that you tend to remain silent most of the time during the day even during the busy service periods in the kitchen. I must say that I’m concerned with this observation and would really like to know if you’re facing any difficulties out there.

My only advice here for you is to keep up your communication in whatever way you can. Even if you make mistakes you should keep on trying, also we are all here to help you out.”

Scenario #4

Kate often ignores what her supervisors say in trying to help her and she continues to make silly mistakes while setting up the restaurant tables. She should focus on skills and knowledge gaps with her job role and she isn't listening.

The feedback:

"As your line manager, it's my job is to keep everything, and everyone organised in the workplace. Keeping things organised is comparatively easier than for keeping everyone on the same track. I have to rely on you to understand each other's concerns.

I respect the fact that everyone has their own way of doing things, but at the same time, I would like to ask you not to overlook any meaningful feedback that comes your way, especially from people who are more experienced. We convey our feedback to help you keep up the good job. Also, we like receiving feedback from our employees too.

Are there any areas of restaurant set up that we can support you in?"