

## 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**

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:

<b>Defined goals and objectives</b>	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.
<b>Clear roles and responsibilities</b>	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.
<b>Honest communication</b>	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.
<b>Accountability</b>	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.