

## Unit 203: Provide guest service

### Activity 4: Cultural awareness

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Choose either task 1 or 2

#### Task 1: Diversity and inclusion in flower petals

This recreational activity needs 4-10 members in each group, and it is one of the best ways to learn more about each other. All the members should be encouraged to make the best of their creativity and ideas. Here's how to proceed:

1. All the groups should get a large art paper and some colourful markers.
2. Each group has to draw a large flower. It should have a round centre and an equal number of petals to the number of participants in their group.
3. After discussion, each participant should fill the petals with something that is unique about themselves – anything that makes them stand out from others. However, physical characteristics should be ignored.
4. The centre of the flower should be filled with their 'common' something.

The flowers should be shared with the other groups so as to discuss the differences and similarities.

This game provides mental exercise and a wide scope for social interaction.

### Task 2: Step apart, step together

This activity shows the differences and similarities. Here's how to start:

1. Let two team members be on the spotlight, facing one another.
2. The rest of the team will call out things like place of birth, favourite food, hair colour, hobbies, which might signify that one person is different from the other.
3. Instruct the two team members to take a step apart when they have a difference. Similarly, when they have a similarity, they can step back together.

The object lesson of this activity is that even if two people are quite different from each other, there are still many grounds which can bring them back together. The gap might be wider but there will always be something which binds them together.