

## Unit 205: Professional workplace standards

### Worksheet 1: Be able to apply professional standards in a hospitality role

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Explain the importance of first impressions when greeting guests:

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Identify **three** professional personal characteristics you would expect in a hospitality worker:

1. 

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2. 

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3. 

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Explain what is meant by 'guest etiquette':

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Describe what steps can be taken to better prepare for a workday or shift:

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List **three** types of information you need to organise a time plan:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Explain where you can source appropriate information required for planning your workday:

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Explain the purpose of a standardised operating procedure (SOP):

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Explain why it is important that employees and businesses respond and adapt to changing business needs:

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