

Unit 205: Professional workplace standards

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

Explain the importance of first impressions when greeting guests:

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

1.

2.

3.

Explain what is meant by 'guest etiquette':

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

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:

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

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