

Unit 205: Professional workplace standards

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

Explain the importance of first impressions when greeting guests

First impressions can colour the guest's perception. Once the perception is formed, even if it is faulty, it is very hard to change. You only get one chance for a good first impression.

Identify three professional personal characteristics you would expect in a hospitality worker (any of the following):

Polite, punctual, helpful, good attitude, personal appearance, personal hygiene, reliable, good timekeeping.

Explain what is meant by 'guest etiquette':

Knowing how to treat guests with courtesy and respect makes them feel safe. Etiquette includes addressing people by their name, not being overly familiar, communicating in an appropriate manner and keeping personal information confidential.

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

Start well in advance, planning tomorrow today is an effective way to success. Thinking through your scheduled day is a proactive way to prepare for what is to come:

- prepare and layout clothing ready for the next day
- get adequate sleep
- aim to be in work with plenty of time to spare
- check transport arrangements
- set an alarm clock or two!!
- allow plenty of time to get ready for work.

List three types of information you need to organise a time plan (any of the following):

- knowing what has to be done
- knowing what business is expected or booked
- how many people
- what time frame or when is it required?
- who else is involved or needs to know?

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

Appropriate information can be obtained from many sources, including: Staff meetings or briefings, function sheets, section standardise operation sheets, emails, notice boards, supervisors or heads of department.

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

A SOP is a step-by-step instruction that acts as a guideline for employees' work processes. Whether written up in numbered steps or formatted as flow charts, effective SOPs are complete, clearly written, and based on input from the workers who do the job. When employees follow the SOP for a particular job, they produce a product that is consistent and predictable saving time, energy and costs for a business.

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

It is important that employees are ready to respond and adapt to changing business needs, for example: Special requests, surprise bookings or that things may not go according to your schedule, in order to meet guest expectations, build business revenue and business success.