

Unit 205: Professional workplace standards

Worksheet 2: Be able to work as part of a team (Tutor)

Explain what is meant by the term a 'collaborative approach':

A collaborative team is a group of individuals who share common beliefs and work towards common goals. Collaborative team members spend time discussing and planning what they hope to accomplish as a team and set team and individual goals for reaching that vision.

Identify three examples of interdepartmental collaboration in the hospitality business:

1. Reception and accommodation
2. Kitchen and restaurant
3. Restaurant and bar

Identify three examples of good practice when dealing with colleagues:

(any of the following)

- apply appropriate communication techniques
- follow organisational procedures
- apply common courtesies
- respect colleagues
- respond in a timely manner
- support product knowledge and give advice when asked
- meet colleague expectations
- check back in with a colleague.

Describe what is meant by taking personal responsibility when working in a hospitality business:

Personal responsibility is a skill that most people don't put on their resumes/CVs, but it is crucial in the workplace. Personal responsibility is the level of commitment one is willing to make in setting and achieving clear goals. Taking responsibility for one's actions, words, and performance at work creates trust with fellow workers and contributes to an effective team effort.

Identify three signs of a person not taking personal responsibility working in a hospitality business:

(any of the following)

- lacking interest in their work, and in the well-being of the team.
- blaming others for mistakes and failures.
- missing deadlines.
- avoiding challenging tasks and projects, and not taking risks.
- regularly complaining about unfair treatment by team leaders and team members – and engaging in self-pity
- avoiding taking initiative, and being dependent on others for work, advice, and instructions.
- lacking trust in team members and leaders.
- making excuses regularly – they may often say "it's not my fault," or, "that's unfair."

Explain how constructive feedback contributes to a more productive team:

Constructive feedback is a two-way street, feeding upwards as well as downwards, by providing honest and meaningful feedback to employees. Managers can:

- motivate their employees to perform better in their jobs, especially when it is positive
- improve a situation such as when certain employees do not get along well in the workplace
- solve a problem such as when an employee's performance is affected by their personal life
- foster employee development by showing them their strengths and weaknesses in the job.

Explain how effective teamwork helps achieve targets:

Effective teamwork can be very fulfilling for everyone involved. It strengthens employee bonds and enhances leadership abilities, as well as increasing workplace productivity and standards.

List three benefits of working effectively with others to achieve targets:

(any of the following)

- complete tasks to meet deadlines
- co-operation between staff and departments
- communication best practice
- anticipating needs of customers and colleagues.