# Unit 206: Understand own role in self development

# Worksheet 2: Professional development (Tutor)

1. List **six** areas that you could improve through the use of planned professional development

* develop technical skills
* develop technical knowledge
* supervisory skills
* guest interaction
* communication with guests, colleagues and management
* resilience
* initiative
* multitasking
* adaptability
* attention to detail
* cultural awareness of guests and colleagues
* compliance training: applying knowledge such as health and safety and food safety.

**Accept any suitable response**

2. Explain how the development of knowledge, skills and behaviours can support your career progression

* keep motivated in your work
* build loyalty towards your organisation
* enhance your skills, knowledge and behaviours to progress with your career
* fill skill and knowledge gaps.

**Accept any suitable response**

3. List **seven** top behavioural skills required to work in the hospitality industry

* good communication
* empathy
* integrity
* interpersonal
* patience
* people Skills
* emotional Intelligence
* respect
* teamwork
* trust.

**Accept any suitable response**