

## Unit 206: Understand own role in self development

### Worksheet 2: Professional development (Tutor)

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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**