Work Effectively with Others

Hospitality Worker

Hospitality worker

This is mentioned below.

Personal attributes and work ethic valued by the hospitality industry

The skill requirements of the hospitality industry are far wider than the technical skills needed. Not only do you have to be good at your job, you will also require certain attributes to work in the hospitality industry. These include:-

* Excellent personal presentation.

* Being able to communicate with people from all walks of life.

* Handling pressure and responding approximately to complaints.

* Working as part of a team.

* Paying attention to detail.

* Being honest, reliable and punctual.

Most importantly, the valued hospitality worker displays a good work ethic. This is often linked to the 5 attributes which they are: Integrity, sense of responsibility, emphasis on quality, discipline and sense of teamwork.

Interpersonal skills beneficial to an individual working in a hospitality workplace

Interpersonal skills are those that help us communicate and interrelate with other people. All hospitality professionals require excellent interpersonal skills as they interrelate and communicate with colleagues and customers. In the workplace, our interpersonal skills are demonstrated through our attributes, assertiveness, our self-confidence and our open mindedness.

Beneficial interpersonal skills involve outstanding personal presentation and grooming, communication skills, initiative in social interactions and good teamwork skills.

Importance of personal presentation and standards of personal hygiene

The importance of personal presentation and standards of personal hygiene cannot be overstated. Remember that you don't have a second chance to make a first impression on a guest. The main points to personal presentation are personal hygiene, grooming and uniform care.

Presentation standards for a specific workplace and job role

* Hair and grooming should be neat and appropriate, including no outlandish hairstyles, good skin care with minimal make-up or clean shaven or neatly trimmed facial hair, and good oral and personal hygiene.

* Correct posture and deportment.

* Clean hands and nails and minimal perfume or jewellery.

* Clothing should be black and white, such as black skirt or black trousers or slacks, a white sleeved and collared shirt or blouse and a black vest. All clothing should be clean, pressed and in good repair.

* Shoes must be clean, in good repair and suitable for your work.

Behaviour to support a safe and sustainable hospitality work environment

The issues that surround a safe and sustainable work environment are complex and the challenges are tough. Adhering to a code of conduct which promotes a safe and sustainable work environment is the responsibility of all staff. It is about doing the right thing, not only for the current workplace and employees, but also for future generations.

The hospitality industry has work to do on the issues of safe and sustainable work methods and it certainly doesn't have all the answers. It must be serious about ensuring each individual and establishment is trying to do their part to work sustainably. With hospitality industry employees working in almost every city and town across Australia, the task of changing behaviour is a big challenge, but one that must be met as it is the correct to do.

Changes can have a big impact on suppliers, staff, customers and the local communities. But, more than any of these considerations, safe and sustainable behaviour just makes good business sense.

Having a safe and sustainable work culture is not a stand-alone activity. Instead, it is a process that must be embedded in everything we do. Even the simplest tasks of recycling cardboard, introducing water savers on taps, installing timers on lights in hallways or having rainwater collection tanks are all ways of having a more sustainable work environment.

How personal values, opinions and ethics can affect everyday work

* Attitude: As a belief and describes what we think is the proper way of doing or thinking about something.

* Value: Is when we feel strongly about issues and it is a core belief.

* Opinions: Are attitudes that are not important to us.

* Ethics: Are a set of moral values held by an individual and are a personal decision of what is right or wrong.

Duties and responsibilities

Each specific job role within the hospitality industry will have associated duties and responsibilities. The individual worker who endeavours to carry out all of the tasks to set up for service will find it a busy time and having a team or work group to share responsibilities make the process less stressful. If the team identifies their workplace goals and plans, with individuals then taking responsibility for individual aspects, the resulting process should be enable success for all.

Industry currency

This is mentioned below.

Importance of maintaining currency

Conversations centred around the increasing pace of change are common in any organisation. Coping with rapidly changing practices and technologies in an ever-present reality and individuals and businesses must find ways to ensure they are keeping abreast and remaining relevant to their markets. The hospitality industry is no different and as it evolves and moves into new ways of working and it is vital to update skills and knowledge. This will ensure staff are keeping in touch, their knowledge is relevant and they have the flexibility to work in many new ways.

Individual and workplace strategies to maintain currency

Technical industry currency refers to keeping up-to-date in your industry and discipline areas. Remaining technically current requires developing an awareness and understanding of industry-related skills and knowledge, innovations, organisational culture, people, structures and networks. There are many methods which can be undertaken to added technical industry currency, which focuses on retaining, updating and broadening the competencies that have been achieved. Individual and workplace strategies may include professional association memberships, accreditations, committee memberships, professional reading, conference attendance and so on. Other options to consider include regular staff meetings, TAFE training opportunities and mentoring of younger staff members.

Feedback

Feedback is the information received on work performance which may be communicated verbally or non-verbally.

Value of feedback to an individual worker, the workplace and the industry.

* Individual worker: Allows the worker to knows how well they are going which can be encouraging and it enables the individual to know which areas need to be improved.

* Workplace: Identifies and overcomes exisiting problems, eliminates entrenched work practices, improves productivity, enhances output quality and it can provide future development of the workplace.

* Industry: Improves business relationships and it also improves productivity and perception of the industry.

Sources of feedback

Feedback on performance may be received from a variety of sources.

* Personal reflection: Is an opportunity to reconsider events, thoughts and feelings from a fresh perspective.

* Formal/informal: A formal feedback is an intentional and planned process of giving feedback to an employee in the workplace. An informal feedback is input a business receives from customers through informal conversations between employees and customers as well as social conversations among customers.

* Direct/indirect: A direct feedback is when you receive explicit information on how to improve or fix something that isn't made up to the standard expected. An indirect feedback is generally less exact and thus requires more though and effort to enable the individual to improve their behaviour.

Strategies for obtaining and interpreting feedback from supervisor(s) and colleagues

Strategies for obtaining feedback from supervisors or colleagues may include:-

* Asking the supervisor or senior colleagues directly for their feedback.

* By letting the supervisor or senior colleagues know that you appreciate their feedback.

* Asking your supervisor if they have noticed a change once time is given to change work practices.

Dealing with positive feedback and negative feedback

It's always pleasing to be on the receiving end of positive feedback and to hear you and the establishment are doing an effective job. Negative feedback is even more important

as it provides information which will enable growth and improvement, either for the individual or the establishment.

Responsibility of a worker to seek and provide feedback and improve

Workers have a responsibility of seeking and improving on their work practices based on the feedback received. Failure to respond to feedback may result in disciplinary action. If you are unsure how to make improvements based on the feedback provided, ask specific questions about how the feedback could be adopted. Workers should also participate in providing feedback.

Working with Others

Importance of developing collegial work relationships

The importance of a collegial workplace can't be over-emphasised. In any industry the importance of mutual respect, civility and constructive cooperation must be understood and encouraged.

Social interaction is the way you conduct yourself with others. It occurs on all occasions when you deal with other people. It broadcasts your attitude toward them, establishes if you feel comfortable with them and invites them to react to you in the same way. Being friendly and approachable normally means that people will be the same with you. Workers in the hospitality industry must interact socially with staff and customers in a variety of ways.

Communication in the workplace with colleagues and customers

Communication is the most important and most used of all skills in the hospitality industry. In the terms of the staff, it is vital to give and receive the information they need to perform their jobs. If a customer has a complaint it is even more important to speak to them courteously.

Communication process/cycle

Communication starts with a person sending a message to another through an appropriate communication channel or medium. This may include verbal, non-verbal or written communication. The following steps demonstrate the communication process:-

1. The **sender** thinks about what needs to be communicated.

2. The **sender** then transmits the information thorough a channel. (encodes)

3. The **receiver** then works out what is the information is about. (decodes)

4. The **receiver responds** by sending a message back to the sender and the sender interprets the message.

Types and effects of communication

Communication is simply the act of transferring information from one place to another. Although this is a simple definition, when we think about how we communicate the subject becomes a lot more complex. There are various categories of communication and more than one may occur at any time.

* Verbal communication involves speaking. Examples include face-to-face, telephone, answering machine and voicemail.

* Non-verbal communication involves the visual cues or body language in the communication process. Examples include body language, gestures, appearance and facial expression.

* Written communication may include messages, emails, faxes, procedure and policy documentation, general correspondence such as letters, memos, minutes from meetings, proformas and reports.

Effective verbal, non-verbal and written communication

Effective communication is necessary in order to work with colleagues and customers. Communication skills can be improved with attention to small details. To help improve your listening skills, ensure you employ the following strategies:-

* Actively listening and really take in what the person is saying.

* Remove barriers that will prevent listening from occurring, such as noise, distractions, preconceived ideas and stereotyping.

* Maintain your objectivity and avoid getting involved emotionally.

Effective questioning and listening techniques

Active listening is an important skill and yet far too often people tend to spending more energy considering what they are going to say rather than listening and understanding what the other person is trying to communicate. Although active listening is a skill in itself it is also vital for effective verbal communication. Essential skills for effective and active listening include:-

* Be prepared to listen.

* Keep an open mind and concentrate on the main direction of the speaker's message.

* Be objective.

* Don't try to think of your next question while the other person is giving information.

Effective questioning is also an essential skill as questioning can be used to:-

* Obtain information.

* Start a conversation.

* Draw someone into a conversation.

* Seek support or agreement.

Closed and open questions

Questioning Techniques	Definition	Example
Open questions	Are necessary in order to obtain detailed information.	What types of facilities do you require during the conference?
Closed questions	Are asked when short responses are required.	How many reservations do we have this evening?
Reflective questions	Are usually to clarify what has been said.	You would like the roast beef with a vegetable side salad and a glass of Merlot?

Barriers to effective communication and strategies to overcome them

Effective communication may be ineffective if the barriers to the communication and the process of communicating exist. These barriers include:-

* **Bias and Stereotyping:** Having prejudice and preconceived ideas or judging a person based on the way they look, speak, act, their age or their gender.
* **Lack of empathy:** Inability to show compassion.
* **Negative subtext:** Where something is implied or suggested without the speaker coming out and saying it.
* **Gender issues:** Failing to treat the genders quality.
* **Individual differences:** Not recognising that all people are different and need to be treated as such.
* **Inconsistency:** Not treating everyone the same, or where the same produce or service is not delivered to the same standard every time.
* **Emotions:** Letting personal emotions play a role in how we act - emotions should not interfere with your work ethic, so keep any personal issues to yourself.
* **Physical barriers:** Such as loud music and noise can prevent the message from being received and understood.
* **Inattention:** Not showing consideration or awareness of details.
* **Pressure of time:** The demand to perform or get a task done, leading to not communicating effectively. Use methods of delegation to complete all jobs within the given timeframe. When this does not occur, frustration and inconsistencies in service are likely to occur.

Workplace protocol in relation to working with others

Workplace protocol is the way the business is run and how you are expected to act. The protocols are generally unwritten rules or guidelines, often peculiar to the establishment, which are supposed to be observed by all parties in the conduct of business. Learning them can be difficult at first but it is important to do so as success is often dependent on understanding and following them.

Importance of teamwork in the hospitality workplace

This is mentioned below.

Meaning, characteristics, benefits and examples of teams and teamwork

A team is a group of people who collaborate on related tasks to work towards a common goal. Teamwork is a group engaged in working toward a common goal. Some of the characteristics of effective teamwork are shared values, mutual trust, inspiring vision, a range of skills and cooperation amongst team members. Within the hospitality industry there are many different types of teams or work groups with differing areas of responsibilities and duties.

Supporting others and delivering quality work outcomes

Supporting others to achieve team or work group goals and tasks is vital as no individual or department works in isolation in the hospitality industry. One bad experience can adversely impact on the satisfaction of the guest experience and have a long-term implications for the entire establishment. All workers need to ensure they are delivering quality work outcomes through teamwork and smoothly functioning work groups.

Cultural Diversity

Concepts related to cultural diversity

Cultural awareness is an individual's understanding of the differences between themselves and people from other countries or different backgrounds. Cultural diversity is the composition of individuals in a group. Inclusiveness is the requisite programs and organisational strategies which welcome and embrace the strengths each individual, regardless of their background, brings to the mix. Diversity is the mix and inclusiveness is making the mix work.

Workplace diversity

This is mentioned below.

Benefits

Some benefits of cultural diversity to a hospitality organisation include:-

*   Improved customer service as a result of a wide range of worker skills.

*   Access to a diverse range of customer markets as workers may assist with language barriers and assist with the organisation understanding different markets and catering to their needs.

*   The wide talent base is employed at the organisation enabling problems to be solved through multiple perspectives which increases productivity and creativity.

Need for tolerance in the workplace

Tolerance means keeping an open mind when interacting with others who are different from you, and treating everyone with respect and sensitivity, even when you don't share their opinions or values.

Importance of respect and sensitivity

It is also important to be cultural sensitive to the customer which meals speaking to them appropriate for their culture. Simple things like learning the greetings and farewells from other countries make customers feel valued.

Proactive strategies from promoting workplace diversity and accomodating individual preferences

Strategies may include recruitment policy that addresses cultural diversity, staff training, list of support agencies and promote cultural celebrations.

Culturally appropriate work practices

A culturally appropriate workplace is one where people speak to each other respectfully and listen to other points of view.

Effective cross-cultural communication skills

A number of strategies may be adopted to achieve effective cross-cultural communication. These may include:-

*   Be respectful, sensitive and tolerant of other cultures, religions, other's values and life choices.

*   For workers or customers with limited English, use basic language.

*   Seek assistance where appropriate from other colleagues or interpreters.

Misunderstandings and Conflict

The difference between aggressive, assertive and passive

* Aggressive: Are rude and disrespectful and also not interested in other people's feelings, needs or thoughts.

* Assertive: Listen politely and value the feelings, needs and thoughts of others.

* Passive: Don't speak up for themselves and they think that their thoughts, feelings and needs are not important.

Causes of misunderstandings and conflict

Causes of misunderstandings and conflict may include:-

* Change.

* Implementation of new technologies.

* Interpersonal relationships between workers.

* Different personalities.

* External changes - the economy, GFC.

* Poor communication lines.

* Harassment.

* Limited resources.

The extent to which conflict can be positive or negative experience

Conflict can be either positive or negative experience depending on how it is handles. When handled correctly all parties feel like they have won and it turns it into a positive learning experience or a chance to get their point across. When handled badly it can lead to low staff morale, staff turnover and litigation. All of these can leave a person with a bad experience.

Conflict management

Workplace policies and procedures must be established to manage conflict. The following table lists the indicators of potential conflict or that conflict has arisen when listening actively and observing body language.

Active Listening	Observing Body Language
* Sarcasm. * Delayed feedback. * Short aggressive sentences. * Negative tone. * Friction, tension or disharmony.	* Crossed arm or hands on hips. * Starring, tapping fingers. * Withdrawing. * Stressed or puzzled appearance. * Clenched teeth/rolling eyes. * Shaking head.

Conflict resolution techniques

Some of the conflict resolution techniques which may taken into consideration include:-

* Communication is a two-way process.

* Empathise with the other party.

* Time limits may need to be applied so workers remain on track to resolve the problem.

* Seek assistance when problems cannot be resolved effectively.

The conflict resolution process is outlined below.

1. Listen - Listen without interrupting and record visual information.

2. Acknowledge - Acknowledge the customer complaint or concern.

3. Establish the Problem - Identify the nature of the problem and try to confirm all areas of concern.

4. Confirm and Agree on a Acceptable Solution - Identify and agree on an acceptable solution.

5. Take Action - Take action to resolve the complaint to the customer's satisfaction.

6. Record - Record the complaint by notifying your supervisor or a higher authority.

7. Follow Up - Follow up by completing all necessary documentation and ensuring that the customer is satisfied with the outcome.

Different approaches to conflict management

* Problem Solving - The process of finding solutions which is too difficult or complex issues.

* Negotiation - Discussion aimed at reaching an agreement.

* Mediation - The action or practice of mediating.

Workplace policy and procedures regarding management and conflict

The sections on management of conflict in any workplace policy and procedure document should provide an effective guideline for employees to be able to quickly present their concerns to management. These policies and procedures should provide a consistent, easily applied method for employees' concerns to be resolved internally. The workplace policy and procedures document should be readily available for all staff to access should the need arise. Outlined in the document should be a step-by-step guide on how the processes will be applied to all conflict situations within the workplace.

Seek assistance when conflicts arises

Occasionally, you may have to deal with an abusive or difficult customer. Customers may be annoyed or distressed about a situation, and be seeking assistance to resolve the issue. Seek assistance from colleagues when you feel the issue is not being resolved or the customer is becoming more abusive and difficult. It is important to document and report all complaints to a supervisor or manager.