



Hospitality and Catering

Communication and teamwork

Lesson 2

Gain excellent communication
and teamwork skills by
undertaking this course.





Communication has legal protection.

There are many laws which protect people from communication that is damaging and hurtful.





Legislations to be aware of:

Health and safety – Keeping people safe

Equal opportunities – accessibility for all





Legislations to be aware of:

Disability discrimination – inclusion

Equality and diversity – respecting difference





What your workplace expects

Your place of work will have procedures for communicating that you will need to follow:

- Standards of performance
- Training
- Culture towards staff and customers





Following procedures

This helps everyone to know what is expected when it comes to communication.

Everyone will know how to act and what to avoid.





In a nutshell

You must be respectful of everyone
you meet and communicate with.

You must recognise that diversity is
what makes us all human.





Discrimination

Be careful not to discriminate against:

- Race
- Age
- Sex
- Pregnancy





Other discrimination

- Gender
- Disability
- Religion
- Civil Partnerships





Not recognizing difference

Failure to communicate correctly with a wide range of people can result in:

- Employment tribunals
- Fines
- Negative publicity





Importance of recognizing difference

- Reduces tension and conflict in the work place
- Improves morale and motivation
- Allow people to get on
- Keep people safe





Meeting the needs of staff

You must be respectful of this and help them to access work.

It is your duty to make work as accessible as possible.





Staff needs

Examples of staff needs are:

- Physical or mental disability
- Pressures at work or home
- Religion and beliefs





Ways you can meet staff needs

- Staff training to make people aware of difference
- Changing shift patterns
- Mentoring staff with problems
- Responding to staff, helps them to feel valued





Meeting staff needs

- Providing Occupational health advice and support
- Providing Employee Assistance Programs

These services help to support staff.





Revision Activity 2

List some examples of staff needs, which should be met?