



Hospitality and Catering

Communication and teamwork

Lesson 3

Gain excellent communication and teamwork skills by undertaking this course.





Working as a team – 'Hospitality and catering is a team sport'.

Every job within the hospitality and catering sector requires team work.

Good team work makes everything easier and runs more smoothly.

You have to learn to get on with people for the benefit of everyone.



Every team must work together

Typical teams you will work in and work with:

- Kitchen
- Restaurant
- Management
- Housekeeping
- Reception





Teams within teams

Every area will have its own teams:

Kitchen – starter, main, sweet sections

Restaurant – Bar, service, cleaning staff

Reception – receptionist, manager,
bookings





It is all about inter-connection

- There is no 'I' in TEAM
- One person does not make a successful business
- Working together for one goal



Keeping the team happy

Hospitality and catering involves lots of pressure and people can get stressed.

This can cause conflicts at work and communication breakdown.





Keeping the team happy

It is important that you share your problems and conflict with each other and the team.





Regular feedback

Allowing all staff to feedback about the business can help managers to make positive changes.





Regular feedback

Giving staff feedback on their own performance can help to resolve conflict and difficulties at work.

Feedback should be open, honest and constructive.





Benefits of listening to feedback

- Maintain customer service
- Improve job and personal skill
- Promotes good team work and job satisfaction





How to give good feedback

Honesty – be clear and stick to the facts.

Helpful – offer a way forward and training opportunities.

Motivate – Keep a positive slant and set goals.





Taking charge of your problems

It is not a good idea to leave work without having discussed your problems with team members.





Not taking charge of your problems

This can cause negative thoughts and you become less motivated about work.





Taking charge of your problems

you must make every effort to clear the air at the beginning or end of a shift.





Benefits of sharing your problems

You become more confident discussing things.

You show initiative to your supervisors.

You can solve problems and issues at work.





Teamwork involves skills

Everyone has strengths and weaknesses in their own jobs.

Knowing that can help the team work together.

This can happen in team or performance meetings.





Team meetings for teamwork

At the beginning and end of every shift, team meetings can provide an excellent space for reviewing everyone's strengths and weaknesses.





Team meetings for teamwork

Team meetings can provide opportunities for mentoring and buddying people up for certain jobs and skills development.





Revision Activity 3

What different teams are there in the hospitality and catering industry?