



Hospitality and Catering

# Communication and teamwork

## Lesson 1

Gain excellent communication  
and teamwork skills by  
undertaking this course.





# Learning objectives

- Understand forms of verbal and written communication
- Recognise the importance of body language in relation to communication
- Identify legislation relevant to communication in the workplace
- State the different types of discrimination and importance of recognising differences
- Describe how to meet staff's needs at work





# Learning objectives

- Define types of teams working together in the hospitality and catering industry
- Understand the importance of feedback and how it is achieved successfully
- State how team meetings can improve teamwork
- Describe how to show respect for someone
- Identify how to resolve conflict effectively





# Learning objectives

- Summarise informal and formal methods of giving praise
- Recognise what problems and information should be reported to management
- Define the benefits of good communication between staff and management
- Summarise how to meet customer's needs
- Understand how to deal with customer complaints and aggressive customers





# What is communication?

The sharing of information by speaking, writing or using some other medium e.g. emails or telephone.





# Verbal communication?

- Face to face – keep good eye contact
- Telephone
- Webinars – Zoom, Skype

You can effect this by using different tones and pitch of your voice.





# Greetings

Always use Sir or Madam.

Remember and use customer names.

Use work place appropriate greetings.

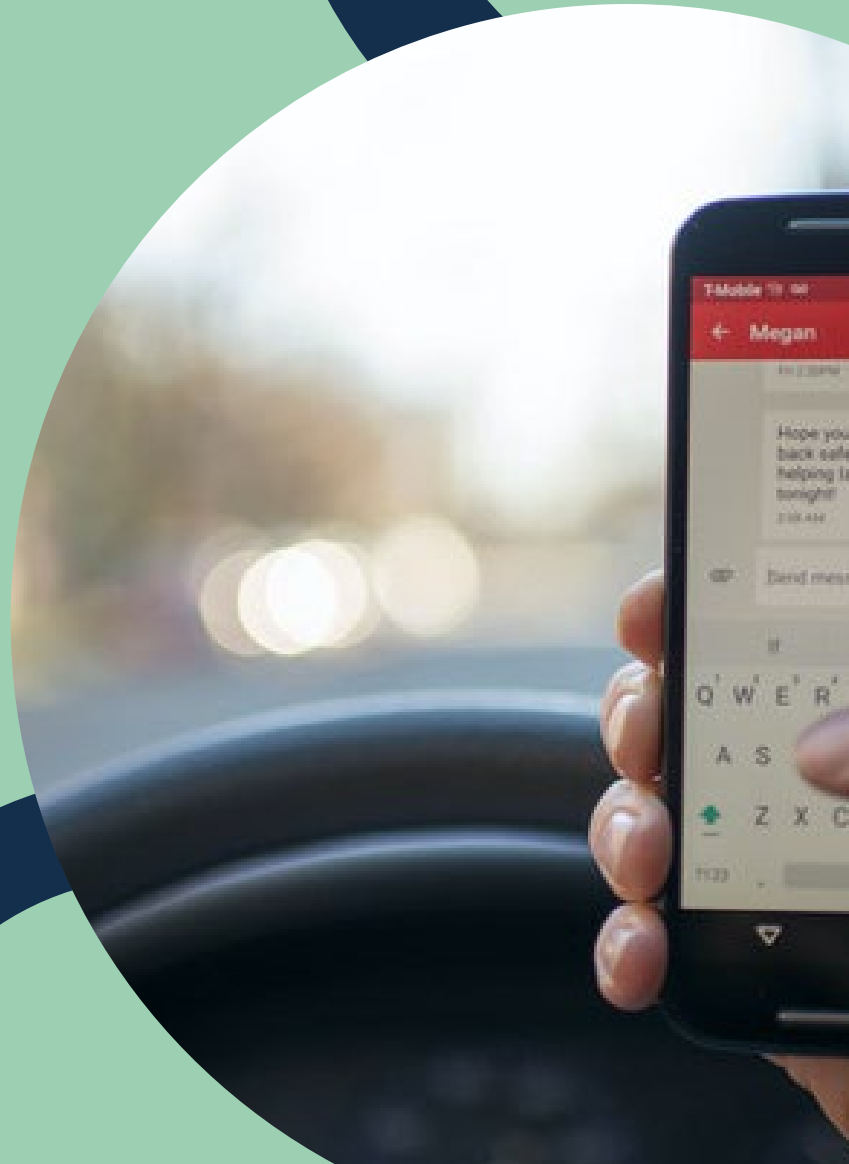




# Written communication

- Texts
- Emails
- Letters

You can express a friendly tone in your words.







# Written greetings

Dear Sir, Madam or customer name.

Always end with a kind message:

- Sincerely, regards, looking forward to meeting you.





# Body language

How you move and hold your bodies can tell people a lot about who you are.

Making an effort to keep the body relaxed and open is key to helping people feel comfortable and safe.





# Open body language

No folding arms, arms should be open.

No fist clenching.

No pointing.





# Revision Activity 1

**What forms of body language should you avoid?**