



Hospitality and Catering

# Communication and teamwork

## Lesson 6

Gain excellent communication and teamwork skills by undertaking this course.





# Build effective teams

Communication can build and support excellent team work.

By praising and rewarding staff for good behaviour formally and informally you can reinforce a positive working culture.





# Informal praising

Simple 'thank you' and 'well done' are a simple and regular ways to reward positive action.

Allowing people to finish early or to start later because of their hard work is fair and kind.





# Informal praising

Buying team members a drink at the end of a shift shows thanks and appreciation.

Sending a short text message of thanks shows you care.





# Formal praising

Staff awards are a formal way for rewarding staff behaviour. Awards can be voted by staff or customers. They can be monthly or one off.



# Rewards

- Vouchers
- Trophies and certificates
- Promotion
- Letters/emails





# Confidentiality

When people start to gossip or share private information, this can cause a break down in trust and communication within the team.





# Types of private information

Do not share these types of information:

- Private personal information
- Work records
- Pay levels and contract details





# Use your manager/ supervisor

A good manager is their for you to  
be able to pass information  
upwards for the benefit of  
everyone.





# Passing information quickly

Hospitality and catering is fast paced, communicating quickly allows managers to respond to:

- Problems
- Health and safety issues
- Unexpected situations





# Explaining your issues to managers

This can help with conflict issues, stress and pressure.

Work and families problems.

Child and parental care.

In more formal settings you can discuss training and development.





# Highlighting problems

The earlier you can flag a problem with management or colleagues the quicker it can be resolved.

Leaving things to fester only make it become negative and toxic.





# Possible solutions

If you communicate your problems, solutions can be simple to find.

- Flexible working hours
- Compassionate leave
- Reducing workload





# When things go wrong

Sometimes your manager may not respond to your communications.

Company procedures can support you in bringing your problems to light.





# When things go wrong

Bully and harassment – picking on you because of a characteristic

Discrimination – Giving particular jobs based on discrimination

Unrealistic demands – long shifts, no breaks



# Staff V management

When communication between everyone is good:

- Good place to work
- Reduced staff turnover
- Happier staff and customers







# Staff V management

When communication between  
everyone is good:

- Good reputation
- Save time and money with  
conflicts
- Healthy workplace culture



# Revision Activity 6

**What types of rewards are given to staff as a type of formal praise?**