

## Overview

Our behaviour within the workplace can contribute positively to creating a productive and harmonious environment in which employees can be inspired and achieve their full potential. However, when behaviour is inappropriate or dysfunctional it can have serious consequences on productivity, job satisfaction and on the physical and psychological wellbeing of staff. All team members have a duty of care to each other and must comply with organisational and brand standards to prevent and minimise behaviour which may adversely affect the harmony of the workplace and/or cause harm or injury to others.

When you have completed this standard you will have demonstrated your understanding of and your ability to:

- Maintain excellent standards of personal behaviour in hospitality

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### Performance criteria

You must be able to:

1. Present yourself in line with organisational requirements
2. Organise own work to maximise performance and achieve goals
3. Follow procedures consistently and respond positively to instruction
4. Use technology in an honest and trustworthy way
5. Comply with brand standards inside and outside the organisation / represent your organisation positively
6. Work with integrity in a safe, fair and professional manner

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## Knowledge and understanding

You need to know and understand:

1. What organisational standards are and why they exist
2. How standards vary between different organisations
3. What the organisation's brand standards are and why it is important to comply with them
4. Why it is important to comply with organisational standards for clothing and personal presentation
5. How to represent your organisations' brand standards positively internally and externally
6. How to organise own work and when to ask for guidance or support
7. What behaviour is acceptable both on and off the organisation's premises and why it is important to behave in this way
8. How to promote brand standards
9. How social media can impact on brand standards

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<b>Developed by</b>	People 1st
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<b>Date Approved</b>	March 2016
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<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	People 1st
<b>Original URN</b>	PPL1GENA/15
<b>Relevant Occupations</b>	Team Member; Waiter/Waitress; Bar Staff; Cook; Kitchen Assistant; Housekeeper; Room Attendant (housekeeping); Chamber Maid; Receptionist; Drinks Dispense Technician; Maintenance Team Technician
<b>Suite</b>	Hospitality - Generics; Food Production and Cooking; Drinks Dispense Systems
<b>Keywords</b>	work; hospitality; team