

## Work effectively as part of a hospitality team

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### Overview

This standard is about making a useful contribution to the work of a team, i.e. the people you work with. 'Team' includes your line manager or supervisor as well as other people in your team working at the same level as yourself. The standard includes accurately following instructions; working on time; helping others when they need help; communicating with the people you work with; getting feedback on what you do well and where you could improve and continuing to learn and develop yourself.

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

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## Performance criteria

You must be able to:

### **Plan and organise your work**

1. Check that you understand the requirements of the work
2. Ask questions about things you do not understand
3. Follow instructions accurately
4. Complete required tasks to the agreed level
5. Organise everything you need for your work
6. Keep your work area as clean and tidy as possible
7. Ask for help or support from the relevant person if you need it

### **Work effectively with team members**

8. Assist team members when they ask for help within the limits of your job role and if does not prevent you from completing your own work on time
9. Pass on important information to team members as soon as possible
10. Maintain good working relationships with team members
11. Report any problems with working relationships to the relevant person
12. Communicate clearly and effectively with team members

### **Develop your own skills**

13. Seek feedback on your work, receive and deal with this feedback positively
14. Identify, with the relevant person, aspects of your work which are up to standard and areas that you could improve upon
15. Agree what you have to do to improve your work
16. Agree a development plan with the relevant person
17. Review and develop your plan

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## Knowledge and understanding

You need to know and understand:

### **Plan and organise your work**

1. Why it is essential to understand the requirements of the work
2. The benefits to you and your team of planning and organising your work
3. How to make the most efficient use of your time and avoid things that may unnecessarily disrupt it
4. The benefits of keeping everything you need for your work organised and available
5. How working safely and hygienically contributes to effective teamwork
6. When to ask for help and who you can ask

### **Work effectively with team members**

7. Why effective teamwork is important
8. The people in your team and how they fit into the organisation
9. The responsibilities of the team and why it is important to the organisation as a whole
10. How to maintain good working relationships and co-operate with team members
11. How to determine if helping a team member will prevent you from completing your own work on time
12. The limits of your job role and what you can and cannot do when helping team members
13. What could be important information that needs to be passed on to a team member and why you need to pass it on as soon as possible
14. The types of positive behaviour that help the team to work well and the types that do not
15. When, how and why you should report any problems with working relationships
16. How to communicate clearly and why it is important

### **Develop your own skills**

17. Why it is important to improve your knowledge and skills
18. How to get feedback and how this can help you
19. How a development plan should help to improve your work
20. Why it is important to review your development plan regularly

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<b>Status</b>	Original
<b>Originating Organisation</b>	People 1st
<b>Original URN</b>	PPL1GEN4/15
<b>Relevant Occupations</b>	Team Member; Waiter/Waitress; Bar Staff; Cook; Chef; 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