

Impact of Personal Behaviour in Hospitality

Overview

This standard is about how your own behaviour impacts on customers and the organisation you work for.

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

- Impact of personal behaviour in hospitality

Performance criteria

You must be able to:

1. Present yourself professionally, in line with brand / organisational requirements
2. Organise own work and have the confidence to ask for guidance
3. Participate fully in performance reviews and training
4. Act on feedback relating to personal performance
5. Use feedback from customers to improve own customer service in line with brand / organisational standards
6. Use technology responsibly in line with organisational requirements and keep up to date with developments which relate to your role
7. Promote brand / organisational values and guidelines inside and outside the organisation
8. Work with integrity in a safe, honest and trustworthy way
9. Work in a fair and professional manner
10. Take responsibility for own role

Knowledge and understanding

You need to know and understand:

1. What the brand / organisational values and guidelines are and why it is important to comply with them
2. How to organise own work and when to ask for guidance
3. What behaviour is acceptable both on and off the organisation's premises and why it is important to behave in this way
4. How your own behaviour impacts positively and negatively on customer experience and business reputation
5. How to promote brand / organisational values and guidelines both inside and outside the organisation
6. How social media can impact on brand /organisational values and guidelines
7. How to keep up to date with current technological developments in own area of responsibility

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