

UNIT TITLE: WORK EFFECTIVELY WITH COLLEAGUES AND CUSTOMERS		NOMINAL HOURS: 30 hours
UNIT NUMBER: D1.HRS.CL1.18 D1.HOT.CL1.01 D2.TCC.CL1.01		
UNIT DESCRIPTOR: This unit deals with the skills and knowledge required to work effectively with colleagues and customers in a range of settings within the hotel and travel industries workplace context.		
ELEMENTS AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE	
<p>Element 1: Communicate effectively</p> <p>1.1 Relay information in a clear and concise manner using <i>appropriate communication techniques</i></p> <p>1.2 Use <i>language and tone</i> appropriate to a particular audience, purpose and situation, taking into account the relevant factors involved</p> <p>1.3 Use active listening and questioning to facilitate effective two-way communication with others</p> <p>1.4 Identify potential and existing <i>conflicts</i> and seek solutions in conjunction with all involved parties</p> <p>1.5 Complete routine <i>workplace documentation</i> accurately in a timely manner</p>	<p>Unit Variables</p> <p>The Unit Variables provide advice to interpret the scope and context of this unit of competence, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment</p> <p>This unit applies to working effectively with colleagues and customers within the labour divisions of the hotel and travel industries and may include:</p> <ol style="list-style-type: none"> 1. Front Office 2. Housekeeping 3. Food and Beverage Service 4. Food Production 5. Travel Agencies 6. Tour Operation <p><i>Appropriate communication techniques</i> may be related to:</p> <ul style="list-style-type: none"> • the use of active listening • the use of both open and closed questions • speaking clearly and concisely • using appropriate language and tone of voice • being attentive 	

<p>Element 2: Establish and maintain effective relationships with colleagues and customers</p> <p>2.1 Meet both <i>internal customers'</i> and <i>external customers'</i> needs and expectations in accordance with <i>organisation standards, policies and procedures</i> and within acceptable time frames</p> <p>2.2 Assist to resolve workplace conflict and manage difficulties to achieve positive outcomes</p> <p>2.3 Use <i>formal feedback</i> and <i>informal feedback</i> to identify and implement improvements to products, services, processes or outcomes for both internal customers and external customers</p> <p>2.4 Handle complaints positively, sensitively and politely in consultation with the person/s making the complaint</p> <p>2.5 Maintain a positive and co-operative manner</p> <p>2.6 Use <i>non-discriminatory attitudes and language</i> when interacting with customers, staff and management consistently</p>	<ul style="list-style-type: none"> • maintaining eye contact in face-to-face interactions • the use of appropriate non-verbal communication in face-to-face interactions, e.g. body language, attention and personal presentation. <p><i>Language and tone</i> may be related to:</p> <ul style="list-style-type: none"> • using simple, concise language that can be easily understood by the audience • using appropriate tone, e.g. not patronising, not too loud, not too soft, not yelling, not angry, etc. <p><i>Conflicts</i> may include:</p> <ul style="list-style-type: none"> • group conflict • conflict with individuals • conflict with co-workers. <p><i>Workplace documentation</i> may include:</p> <ul style="list-style-type: none"> • letters • memos • faxes • emails • invoices and purchase orders. <p><i>Internal customers</i> may include:</p> <ul style="list-style-type: none"> • colleagues working in another department • team members • supervisor or managers. <p><i>External customers</i> may include:</p> <ul style="list-style-type: none"> • suppliers • people who buy the goods and services the enterprise sells.
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<p>Element 3: Work in a team</p> <p>3.1 Request or provide assistance so that work activities can be completed</p> <p>3.2 Provide support to colleagues to ensure achievement of team goals</p> <p>3.3 Discuss and resolve problems through agreed and/or accepted processes</p> <p>3.4 Recognise and accommodate <i>cultural differences</i> within the team</p> <p>3.5 Identify, prioritise and complete individual tasks within designated time lines</p> <p>3.6 Acknowledge and respond to feedback and information from other team members</p>	<p><i>Organisation standards, policies and procedures</i> may include:</p> <ul style="list-style-type: none"> • complaints procedures • organisational standard report forms • job descriptions • code of ethics • quality systems, standards and guidelines. <p><i>Formal feedback</i> may include:</p> <ul style="list-style-type: none"> • 360-degree assessment • customer satisfaction surveys/forms • team evaluations • performance reviews. <p><i>Informal feedback</i> may include:</p> <ul style="list-style-type: none"> • critical incident reviews • impromptu questioning of customers to obtain view of products and/or service provided • chance discussions with customers • coaching and mentoring • seeking the opinions of others. <p><i>Non-discriminatory attitudes and language</i> may include:</p> <ul style="list-style-type: none"> • language in relation to race and ethnicity • not making assumptions about physical or intellectual abilities • the use of non-discriminatory language in relation to the portrayal of people with disabilities • using non-sexist and gender inclusive language. <p><i>Cultural differences</i> may include:</p> <ul style="list-style-type: none"> • forms of address
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- levels of formality/informality
- non-verbal behaviour
- work ethics
- personal grooming
- family obligations
- recognised holidays
- special needs
- preferences for personal interactions.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- ability to apply the principles of effective communication skills
- ability to use active listening, feedback techniques and team building techniques to build and maintain interpersonal relationships within a designated work group or team
- ability to identify the need(s) and concerns of others
- ability to process a complaint or feedback in accordance with the enterprise's policies and procedures in regard to receiving and resolving customer complaints
- ability to recommend appropriate action arising from a complaint or problem
- ability to communicate effectively with a range of people relevant to position and role
- ability to appropriately respond to both face-to-face and written requests.

Linkages To Other Units

This is a core unit that underpins effective performance in all other units. Combined training and assessment may be appropriate.

Critical Aspects of Assessment

Evidence of the following is essential:

- demonstrated ability to apply active listening techniques

- demonstrated ability to use effective communication skills to build and maintain interpersonal relationships within a designated work group or team
- demonstrated ability to maintain effective communication lines with customers, other personnel and management in order to build interpersonal relationships
- demonstrated ability to communicate with customers and colleagues from diverse backgrounds
- demonstrated ability to deal with cross-cultural misunderstandings
- observation that verbal and non-verbal communication takes account of cultural differences
- demonstrated commitment to include and/or communicate with others where language barriers exist.

Context of Assessment

This unit may be assessed on or off the job

- assessment should include practical demonstration of working effectively with colleagues and customers either in the workplace or through a simulation activity, supported by a range of methods to assess underpinning knowledge
- assessment must relate to the individual's work area or area of responsibility.

Resource Implications

Training and assessment to include access to a real or simulated workplace; and access to workplace standards, procedures, policies, guidelines, tools and equipment.

Assessment Methods

The following methods may be used to assess competency for this unit:

- case studies
- observation of practical candidate performance
- oral and written questions
- portfolio evidence
- problem solving

- role plays
- third party reports completed by a supervisor
- project and assignment work.

Key Competencies in this Unit

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies	Level	Examples
Collecting, organizing and analyzing information	0	
Communicating ideas and information	2	Use positive communication techniques to build interpersonal relationships
Planning and organizing activities	2	Identify the most appropriate way to respond to feedback
Working with others and in teams	2	Respond to the internal and external customer requests
Using mathematical ideas and techniques	0	
Solving problems	2	Apply conflict resolution and communication skills to resolve conflicts and/or misunderstandings
Using technology	0	