

<b>UNIT TITLE:</b> WORK EFFECTIVELY WITH COLLEAGUES AND CUSTOMERS		<b>NOMINAL HOURS:</b>
<b>UNIT NUMBER:</b>	D1.HRS.CL1.18      D1.HOT.CL1.01      D2.TCC.CL1.01	
<b>UNIT DESCRIPTOR:</b> 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.		
<b>ELEMENTS AND PERFORMANCE CRITERIA</b>	<b>UNIT VARIABLE AND ASSESSMENT GUIDE</b>	
<p><b>Element 1: Communicate effectively</b></p> <p><b>1.1</b> Relay information in a clear and concise manner using <i>appropriate communication techniques</i></p> <p><b>1.2</b> Use <i>language and tone</i> appropriate to a particular audience, purpose and situation, taking into account the relevant factors involved</p> <p><b>1.3</b> Use active listening and questioning to facilitate effective two-way communication with others</p> <p><b>1.4</b> Identify potential and existing <i>conflicts</i> and seek solutions in conjunction with all involved parties</p> <p><b>1.5</b> Complete routine <i>workplace documentation</i> accurately in a timely manner</p> <p><b>Element 2: Establish and maintain effective relationships with colleagues and customers</b></p> <p><b>2.1</b> Meet both <i>internal customers' and external customers' needs and expectations</i> in accordance with <i>organisation standards, policies and procedures</i> and within</p>	<p><b>Unit Variables</b></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"> <li>1. Front Office</li> <li>2. Housekeeping</li> <li>3. Food and Beverage Service</li> <li>4. Food Production</li> <li>5. Travel Agencies</li> <li>6. Tour Operation</li> </ol> <p><i>Appropriate communication techniques</i> may be related to:</p> <ul style="list-style-type: none"> <li>• the use of active listening</li> <li>• the use of both open and closed questions</li> <li>• speaking clearly and concisely</li> <li>• using appropriate language and tone of voice</li> <li>• being attentive</li> </ul>	

<p>acceptable time frames</p> <p><b>2.2</b> Assist to resolve workplace conflict and manage difficulties to achieve positive outcomes</p> <p><b>2.3</b> 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><b>2.4</b> Handle complaints positively, sensitively and politely in consultation with the person/s making the complaint</p> <p><b>2.5</b> Maintain a positive and co-operative manner</p> <p><b>2.6</b> <i>Non-discriminatory attitudes and language</i> are used when interacting with customers, staff and management consistently</p> <p><b>Element 3: Work in a team</b></p> <p><b>3.1</b> Request or provide assistance so that work activities can be completed</p> <p><b>3.2</b> Provide support to colleagues to ensure achievement of team goals</p> <p><b>3.3</b> Discuss and resolve problems through agreed and/or accepted processes</p> <p><b>3.4</b> Recognise and accommodate <i>cultural differences</i> within the team</p> <p><b>3.5</b> Identify, prioritise and complete individual tasks within designated time lines</p> <p><b>3.6</b> Acknowledge and respond to feedback and information from other team members</p>	<ul style="list-style-type: none"> <li>• maintaining eye contact in face-to-face interactions</li> <li>• the use of appropriate non-verbal communication in face-to-face interactions, e.g. body language, attention and personal presentation.</li> </ul> <p><i>Language and tone</i> may be related to:</p> <ul style="list-style-type: none"> <li>• using simple, concise language that can be easily understood by the audience</li> <li>• using appropriate tone, e.g. not patronising, not too loud, not too soft, not yelling, not angry, etc.</li> </ul> <p><i>Conflicts</i> may include:</p> <ul style="list-style-type: none"> <li>• group conflict</li> <li>• conflict with individuals</li> <li>• conflict with co-workers.</li> </ul> <p><i>Workplace documentation</i> may include:</p> <ul style="list-style-type: none"> <li>• letters</li> <li>• memos</li> <li>• faxes</li> <li>• emails</li> <li>• invoices and purchase orders.</li> </ul> <p><i>Internal customers</i> may include:</p> <ul style="list-style-type: none"> <li>• colleagues working in another department</li> <li>• team members</li> <li>• supervisor or managers.</li> </ul> <p><i>External customers</i> may include:</p> <ul style="list-style-type: none"> <li>• suppliers</li> <li>• people who buy the goods and services the enterprise sells.</li> </ul>
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*Organisation standards, policies and procedures* may include:

- complaints procedures
- organisational standard report forms
- job descriptions
- code of ethics
- quality systems, standards and guidelines.

*Formal feedback* may include:

- 360-degree assessment
- customer satisfaction surveys/forms
- team evaluations
- performance reviews.

*Informal feedback* may include:

- 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.

*Non-discriminatory attitudes and language* may include:

- 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.

*Cultural differences* may include:

- forms of address
- 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*

<b>Key Competencies</b>	<b>Level</b>	<b>Examples</b>
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	