

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Working Effectively as Part of a Hospitality Team

Unit Reference Number: A/615/8527

Level: Level One (1)

Credit Value: Four (4)

Minimum Guided Learning Hours: 36

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know how to plan and organise own work	1.1 State why it is essential to understand the requirements of the work
	1.2 List the benefits of planning and organising work
	1.3 Describe how to make the most efficient use of time and avoid things that may cause unnecessary disruptions
	1.4 List the benefits of keeping everything needed for own work organised and available
	1.5 State why it is important to keep work areas clean and tidy
	1.6 State why it is important to keep waste to a minimum
	1.7 State when to ask for help and who can be asked
2. Know how to work effectively with team members	2.1 State the importance of effective teamwork
	2.2 State the people in own team and explain how they fit into the organisation
	2.3 List the responsibilities of the team and why it is important to the organisation as a whole
	2.4 Describe how to maintain good working relationships with team members

	2.5	State how to determine if helping a team member will prevent own work from being completed on time
	2.6	State the limits of own job role and what can and cannot be done when helping team members
	2.7	State why essential information needs to be passed on to a team member as soon as possible
	2.8	List the types of behaviour that help teams to work effectively and behaviours that do not
	2.9	State why problems with working relationships should be reported to the relevant person
	2.10	Describe how to communicate clearly and why it is important to do so
3. Be able to plan and organise own work	3.1	Make sure the requirements of the work are understood
	3.2	Ask questions if the requirements of the work are not clear
	3.3	Accurately follow instructions
	3.4	Plan work and prioritise tasks in order of importance
	3.5	Keep everything needed for the work organised and available
	3.6	Keep work areas clean and tidy
	3.7	Keep waste to a minimum
	3.8	Ask for help from the relevant person if it is needed
	3.9	Provide work on time and as needed
4. Be able to work effectively with team members	4.1	Give team members help when they ask for it
	4.2	Ensure the help given to team members is within the limits of own job role
	4.3	Ensure the help given to team members does not prevent own work being completed on time
	4.4	Pass on important information to team members as soon as possible
	4.5	Maintain good working relationships with team members
	4.6	Report any problems with working relationships to the relevant person
	4.7	Communicate clearly and effectively with team members