



TEAM

T Together
E Everyone
A Achieves
M More

BSBWOR203

Work effectively with others

Student workbook

Name _____



Pre-testing – *What do you already know?*

1. **Identify** the three methods of communication.

2. **Outline** potential barriers to communication.

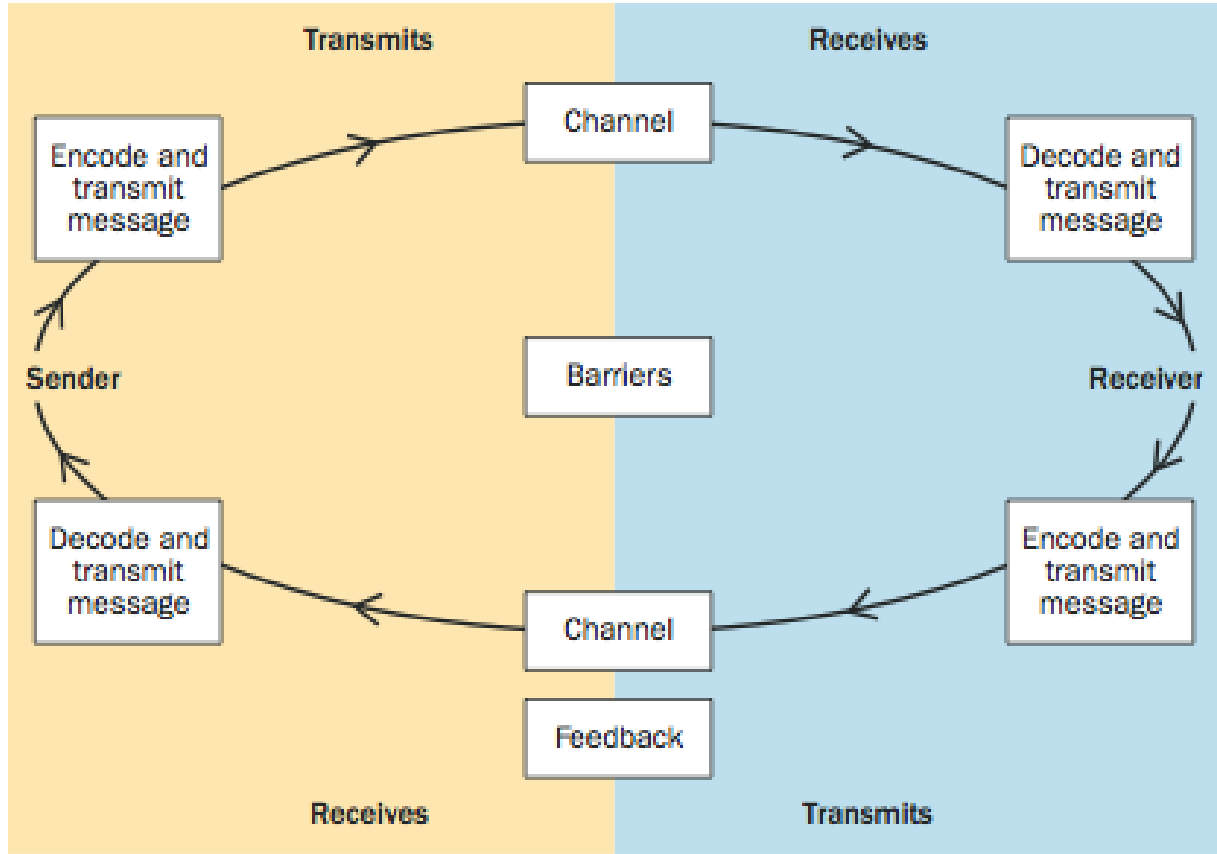
3. **Explain** the impact of effective teamwork.

Communication

Communication directly affects the success of a workplace. Your ability to communicate with customers and colleagues will impact the level of service you provide and the experience of the customer.



The following is a communication model. **Identify** the elements in the table provided.



Element	Meaning/Purpose/Example
Sender	
Receiver	
Barrier	
Channel	
Feedback	
Decode message	
Encode message	

Effective Communication

Effective communication helps us better understand a person or situation and enables us to resolve differences, build trust and respect, and create environments where creative ideas can flourish. As simple as communication seems, much of what we try to communicate to others - and what others try to communicate to us - gets misunderstood, which can cause conflict and frustration in professional relationships.



Use the word bank to complete the passage below.

Communication, concise, cultural sensitivity, friendly, interpersonal, jargon, language, lines of communication, oriented, pager, relationships, relevant, telephone, tone of voice

The Hospitality Industry is a service _____ industry where effective communication is integral to the operation of any Hospitality enterprise. As a result of the interpersonal _____ between key departments within a Hospitality business, it is important that all employees have clear _____. For example, the Front Office must be able to communicate clearly on the phone with housekeeping to let them know a guest is checking out late and the room needs to be cleaned quickly for the next guests checking in. The Housekeeping Coordinator may then send a message to the floor supervisor's _____, stating 'Room 244 ASAP'. The floor supervisor would then find the room attendant cleaning that particular section and ask them to clean the room straight away. If this _____ is effective, it will reduce the risk of conflict when the guest arrives.

Those working within the Hospitality industry require effective _____ skills in order for effective communication to occur. When communicating, it is important that communication is clear and _____, with the _____ adopted suitable for the audience. It is important to select information that is meaningful and _____ to the speaker. The language used should be familiar to the receiver, so _____ should be avoided and words should be used in the correct context. The Hospitality industry also comprises many cultures and hence _____ should be adopted when communicating. A courteous and _____ attitude should be adopted at all times, whether the _____ communication is face to face or on the _____, as this will affect one's _____.



Verbal Communication

Verbal communication is also known as oral communication and includes the following: -

Verbal Element – What we actually say – the message and the words (7% of the message is gained through this element)

Vocal Element – How we say something – tone and pitch (38% of the message is gained through this element)

Visual Element – What the receiver sees – posture, facial expressions and gestures. (55% of the message is gained through this element)

If these elements do not convey the same message at the same time, the message will not be clear and communication will not be effective.

Effective verbal communication includes: - using appropriate language, using a clear voice ensuring speech is at an audible volume, having a courteous tone, using active listening skills, (which is actually listening to what is being said using appropriate questioning).



List three situations where verbal communication would occur in the hospitality industry and give examples of effective verbal communication in this instance.

Communication examples	Effective verbal communication
Giving a docket to the kitchen	<i>Calling in the order when you hand the docket in, clarifying the number of guests on the table when questioned by the chef.</i>
PCBU (Employer)	
Co-worker	
Customer	



Discuss how you could demonstrate active listening skills when the chef is explaining a new dish they are putting on the menu.

Written Communication

Written communication must be clear and concise, legible (i.e. you can read it), complete and accurate, courteous and culturally sensitive, appropriate in terms of formality and language. It can be formal or informal, depending on the audience and the message being conveyed.



As an example of informal communication, convert the following text to make it appropriate and suited as an invite to a staff party.

Hey guys,

On Wednesday week we're having a barbie to have a gas bag and a chow down to initiate Sven as one of ours and kiss this year goodbye, I'll be on the staunch if you do not come. Bring your thongs (there might be some bindis) and togs so we can have a dip and flick Jonesy an email or text if you can make it. YOLO. Thx N.



*Now test one of your peers. Give them some information that needs to be converted into a **formal** memo (a short official note sent from one person to another in an organisation) to all staff. Have them complete the memo in the space provided*

MEMO	
To:	
From:	
Date:	
Re:	
Message	

Non-Verbal Communication

Non-verbal communication includes the actions and mannerisms that accompany verbal communication (visual element). Elements you need to be aware of include: - body language; interpreting gestures and sub-text; standards of dress; use of personal space.



*Label the following facial expressions using the terms provided. Select one and try to convey that feeling without using body language. **Discuss** your response with a partner.*

Angry, confused, disgusted, ecstatic, exhausted, happy, in love, nervous, sad.



Non-verbal cues can aid in the communication process. Non-verbal communication can be categorised as either positive or negative. **Positive** non-verbal communication facilitates understanding and can help to create a good impression e.g....., while **negative** non-verbal cues hinder the communication process.....



Insert the following terms into the table below. Add one of your own to each column.

Frowning, slouching, clean and ironed clothing, maintaining eye contact, smiling, neat hair and makeup, looking away constantly, poor posture, dirty creased clothing, upright posture.

Positive Non-Verbal Communication	Negative Non-Verbal Communication

Barriers to Effective Communication

Barriers to effective communication can distort the message and the intention of the message being conveyed which may result in negative impacts on a business. Barriers to communication are listed in the table below.

- a) **Discuss** the barriers with your peers and establish a definition and an example for each. Refer to the textbook to check your responses, and then complete the table below.

Barrier to communication	Definition and example
Bias and stereotyping	
Lack of empathy	
Negative sub-text	
Gender issues	
Individual differences	<i>Not recognising that all people are different and need to be treated as such. i.e. just because a person is vegetarian does not make them a lover of tofu.</i>
Inconsistency	
Emotions	
Physical barriers	
Inattention	
Pressure of time	

- 📺 **View** the following Beached Az episode and comment on the communication techniques used and potential barriers to communication. <https://www.youtube.com/watch?v=oR93mxPxy7c>

Common Communication Tools

Technology is beginning to play a big part in the way we communicate in the Hospitality Industry. Used in a positive manner, businesses can thrive. They are at the mercy of customers though as one bad experience and immediately word can be out and your business can suffer.



Select two pieces of communication equipment from the following list, and complete the table below.

Pens, pencils and writing pads

Landline telephones

Mobile phones and/or Smart phones

Emails

Video and web conferencing e.g.....

Auxiliary Products – cameras, video cameras

Laptop computers

On-line chat tools e.g.....

Facsimile machines (Faxes)

Social networking/Review sites – Facebook, twitter/TripAdvisor

Notebooks/Netbooks or Tablets

Desktop computers

Equipment name	General features	Uses in industry	Benefits	Negatives
1.				
2.				

Industry Terminology

The Hospitality industry, like other industries, has its own language and jargon specific to the equipment and processes used which are often abbreviated. This causes problems when we are speaking to someone who doesn't work in the industry, which can confuse and frustrate the customer or even the new employee, and be the cause of misunderstandings.

👉 Underline the industry terminology in the following phrases.

"We have both an A la Carte menu and a Table d'hôte menu. Which one would you like to see?"

"You collect the plated food from the pass"

"We have 20 covers for the dinner service period"

"You need an SDS for that chemical"

👉 In the space provided below, list 6 other words or phrases that are specific to the Hospitality Industry.

_____	_____
_____	_____
_____	_____

The different words, phrases, terminology, jargon or slang we use are all part of our culture. We have learnt our way of speaking from our parents and family, and from our experiences in life, and as such form part of our everyday speech patterns. Whether it is the Australian culture, an industry culture or an organisational culture, it is part of our way of life. It adds colour and vitality to our language, and is part of the attraction Australia holds for overseas visitors, but like most things in life must be used appropriately in terms of formality, or with an accompanying explanation.

👉 **Identify** a phrase commonly used in the industry and one used with family and friends. **Discuss** why they are different.



Cultural differences and language

Word meanings differ in different countries, and this can be the cause of many misunderstandings.



Match the examples listed with words from the word bank below

Biscuit, Bread roll, Chips, Esky, lollies, scone, sneakers, thongs, torch

Word meanings in other countries	Word meaning in Australia
USA – French Fries	
USA – Sweets and UK - confectionary	
UK – Bun USA – Hoagie roll	
NZ – Jandles	
USA – Flashlight	
USA – Cookie	
NZ – Chilly Bin and USA - Cooler	
USA - Biscuit	
USA – Joggers	

Australian slang and jargon can cause problems too. We often don't even realise what we have said that has caused a misunderstanding, because these words and phrases are part of our everyday vocabulary.

Australian Slang words/phrases	Meaning
Tucker	
Divvy	
Chockers	
Bikkie	
Arvo	
Loo	
"I'll just be a tic"	
"This is brand spanking new"	
"No worries sir, we can help you"	




View the videos 'Not so effective communication' and 'Australian Linguistics'

Anti-Discrimination

Under Australian federal and state laws, it is illegal for employers to discriminate between employees and job applicants, or allow discrimination and harassment to occur within their organisations. In New South Wales, employers must not treat job applicants and employees unfairly or harass them because of their:


- age
- carer's responsibilities
- disability
- homosexuality
- marital or domestic status
- race
- sex (including pregnancy and breastfeeding)
- transgender status.

This is all covered under the *Anti-Discrimination Act 1977* (NSW). All job applicants and employees must be treated on the basis of their individual merit, and not because of irrelevant personal characteristics. They must also do their best to make sure that their employees are not harassing any other job applicant or employee. In the recruitment process, all jobs (including traineeships and apprenticeships) must generally be open to all people on the basis of merit only.

 Using the textbook as a guide, complete the following table with examples, to demonstrate your understanding of this legislation

Intent of the legislation	Examples of how the law is applied
Rights and responsibilities of employers and employees	
Workplace policies and procedures	
Strategies to eliminate bias and harassment in the workplace	
Consequences including legal ramifications of inappropriate workplace behaviour	
Recourse available to individuals in the event of inappropriate workplace behaviour	

Equal Employment Opportunity (EEO)

 Use the following terms to complete the passage below.


Discrimination, EEO, eliminate, employees, employer, inequality, responsibility, workplace,

Equal Employment Opportunity (_____) is covered by the *Equal Employment Opportunity Act 1987* (Cth). The EEO legislation aims to create a workplace that is free from _____ and harassment. It is important that employers develop effective policies and best-practice guidelines for _____ to follow. The Fair Work Ombudsman provides education and assistance for employees and employers in preventing discrimination in the _____.

The intent of the legislation is to identify and _____ discriminatory barriers that cause _____ in the employment of any person or group of persons. This could be based on age, marital status, religious beliefs, skin colour, gender, sexual preference, physical or mental disability, family responsibilities, pregnancy, political opinion, membership or non-membership of a union, national extraction or social origin.

Both employees and employers have a _____ to enforce equal employment opportunities policies and ensure that all differences in the workplace are embraced, not ignored.

This law generally holds the _____ responsible for discrimination or harassment that occurs in the workplace by its employees. If, however, the employer can show that it took all reasonable steps to prevent the discrimination or harassment occurring, then the employer may not be responsible.

 Give an **example** of how a customer or worker may be discriminated against.



Case Study

Sydney Barista Lost A Job Because 'People Don't Like Coffee Made By Black People'

Source: Business Insider SIMON THOMSEN AUG 18, 2014, 12:26 PM

An Australian who applied for a barista's job at an inner Sydney cafe missed out on the role after its Chinese owner allegedly told him people wouldn't want coffee "made by black people".

The Daily Mail reports that Nilson Dos Santos, a Brazilian-born naturalised Australian, was told by the owner of Forbes and Burton in Darlinghurst, that he only wanted "locals" to work there.

The Daily Mail says the cafe owner, who was only identified as 'Steven' had come to Australia from Shanghai this year and admitted Dos Santos missed out on the job because he was black.

"There are a lot of white customers at the café and I think the clients here want local people, not African people," Steven said. "In some people's opinions African people can't make good coffee."

Africa is one of the world's major coffee growing regions and Brazil is the world's biggest producer of coffee beans.

Dos Santos said he saw the job advertised on Gumtree, but when he arrived for the interview, the owner said "but you're black" and didn't ask him a single question about work.

When Dos Santos, a barista with 9 years' experience, realised he was the victim of racial discrimination, he addressed customers in the cafe on Sunday afternoon, told them what had happened to him and asked if they had a problem with coffee made by someone who is black. Apparently a staff member quit and customers walked out.

A social media backlash against the Forbes and Burton has been swift and savage, with dozens of people taking to Facebook to attack the restaurant for its stance.

Many are urging boycotts against the cafe, which under previous owners, was critically acclaimed.

Under the Racial Discrimination Act, it is an offence to discriminate against someone on the basis of their skin colour. A complaint against Dos Santos' treatment could be lodged with the Human Rights Commission and ultimately, lead to Court proceedings.


Dos Santos said this was the first time he'd ever faced discrimination.

"I've always felt welcomed and accepted. For me, it was never a problem that I am black until today," he said

The Daily Mail said the cafe's owner needs to run the business successfully for two years to get an Australian visa.

Business Insider attempted to contact Forbes and Burton for comment but was unsuccessful.

 **Discuss** the legal and ethical issues raised in this article.

 **The PCBU's actions were a breach of which legislation? (State the full title including state and year).**

 **Describe** the implications for the café owner.

Teams and teamwork

A team is a group of people who work together to achieve a common goal. The success of a team depends on the way members of the group interact with each other and how they communicate. Teamwork is working as a group to achieve the common goal or task.



Identify ONE situation in a class practical where you have worked with a peer to 'achieve a common goal or task'. **Discuss** the way you interacted and the end result of working together. **Suggest** any areas for improvement, should you repeat the task.

A team or workgroup members may include - coach/mentor; other members of the organisation; peers/work colleagues/team/enterprise; supervisor or manager.



Brainstorm with a peer then using page of the textbook or Internet research, **list** the characteristics of an effective team.



Identify the benefits of effective teamwork for the PCBU, Employee (worker) and customer.

PCBU (Employer)

Employee (Worker)

Customer

Workgroup goals

An owner or manager of a business would set up the goals he or she would like to see achieved in a work day or given period of time and their responsibility would be to ensure staff members have the skills and resources to achieve them. Workgroups or teams may include: - coach or mentor; other members of the organisation; peers or work colleagues or team members within the department; supervisor or manager.



Give an **example** of a team in a department in a hospitality establishment and how they must work together to achieve the goals of the business.

Support for team members may include: - explaining/clarifying; helping colleagues; problem-solving; providing encouragement; providing feedback to a team member; undertaking extra tasks if necessary



Using the list above, **discuss THREE examples** of how team members can **support** each other to achieve goals.



Strategies and opportunities for workgroup improvement

Strategy	Definition
Holding meetings	<i>Important way for members to communicate and solve problems.</i>
Brainstorming	<i>Many people are able to contribute ideas, particularly when trying to solve a problem, so that the best alternative is adopted.</i>
Coaching, mentoring or supervision	<i>Enables more experienced personnel to help the less experienced in order to improve the latter's efficiency and performance.</i>
Formal and informal training provisions	<i>Formal includes attending courses whereas informal is often one colleague helping another, which will improve the performance of the person receiving the training.</i>
Internal and external training provisions	<i>Internal training occurs on site whereas external is held at a TAFE College or other business premises, depending on the size and resources of the business. All training would result in improvements in awareness, performance and efficiency of the workgroup.</i>
Work experience or exchange opportunities:	<i>Allows a worker to see what is occurring in other work venues and can share ideas with team members to improve work performance of team.</i>
Personal study	<i>To improve knowledge and performance, which can then be shared with other team members.</i>
Recognition of prior learning	<i>To ensure that the most experienced or the person with the most training will be chosen for each task to ensure that tasks are completed on time.</i>
Career planning and development	<i>To have a plan for the future, which can benefit the team.</i>
Performance appraisals	<i>Will identify the need for further training.</i>
Workplace skills assessment	<i>To determine what skills the members of a particular workplace have so that workgroups can be chosen with the knowledge that the best people for a certain task will be chosen to maximise the outcomes.</i>

Workplace Diversity

Living in Australia we are fortunate to experience a wide range of cultures in our day-to-day life. This diversity brings a variety of cultural experiences that may be different from your own. Being aware of cultural diversity will help you build a better rapport with your colleagues.

👉 Complete the following table by giving industry **examples**, to demonstrate your understanding of the features of workplace diversity.

Benefits of workplace diversity	
Need for tolerance	
Importance of respect and sensitivity	
Proactive strategies for promoting workplace diversity	
Culturally appropriate work practices	
Effective cross-cultural communication skills	



Feedback

May include - formal/informal performance appraisals; obtaining feedback from clients; obtaining feedback from supervisors and colleagues; personal, reflective behaviour strategies; routine organisational methods for monitoring service delivery. Discuss examples of each with a partner.

The success of your organisation depends on feedback; where and how you get that feedback is vital to maximising its value.

The most important source of feedback for any establishment is its customers. It is important to find out how well you are serving their needs and wants, and where there are opportunities to improve.



Discuss how a business might seek feedback from a customer. **Discuss** both formal and informal, direct and indirect feedback types.

Formal:

Informal:

Direct:

Indirect:

Personal reflections from employees enable management to consider input from those frontline workers who serve the customers. If their ability to serve is inhibited and their job satisfaction is reduced, customers will detect it, share their frustration and act accordingly. Feedback from employees permits you to satisfy their needs, and to enhance the customer's experience.



Discuss how a business may receive feedback from employees.



Discuss the benefits of receiving both positive and negative feedback from customers and employees.



Discuss the responsibility on the employee, if negative feedback is received in terms of the service they have provided.

Deal with issues problems and conflict

Customer complaints are very much a part of working in the Tourism and Hospitality Industry. Try as you may, there is no avoiding the odd complaint, but what can be avoided for both parties is the anguish in dealing with it.

Dealing with a customer there and then is far better than having that customer leave, never to return or worse still, telling his/her friends and family about the unfavourable experience.

Regardless of whether it is your problem or not, a customer complaint is an opportunity for you to be at your very best.

When faced with a customer complaint (either face-to-face or over the telephone) follow these 7 steps:

LISTEN - Use open body language and demonstrate active listening skills. Do not interrupt. Ask questions to clarify information. Do not deny or argue, just listen.

ACKNOWLEDGE - Establish the nature and details of the complaint. Use active listening skills.

IDENTIFY THE NATURE OF THE PROBLEM – Try to confirm all areas of concern with the customer so you know what needs to be ‘fixed’.

IDENTIFY AND AGREE ON AN ACCEPTABLE SOLUTION – Resolve the complaint to the customer’s satisfaction within the range of your authority. Ensure the solution is within the company policy and the customer is happy with the potential outcome.

TAKE ACTION - Actually do what you are saying you will do, within your range of authority and considering the company policies.

RECORD - Refer complaints to a higher authority and make a note in a diary or the guest information file to minimise the incidence of a repeat occurrence.

FOLLOW-UP - Complete necessary documentation accurately and legibly within the time constraints. Check with the customer that a satisfactory conclusion has been reached.

The benefits of resolving complaints

- Promotes goodwill within the workplace
- Promotes a calm, amicable working environment
- Leads to improved workplace relations
- Encourages employees to have a good service ethic and work ethic
- Leads to increased productivity
- Helps the business to ensure profits and develop a good reputation



*Use your teachers’ role-play cards or brainstorm scenarios to act out or **discuss** in small groups to determine the best course of action to resolve the problems presented in each situation.*

ROLE PLAY

Establish Customer needs / expectations through

- Active listening
- Questioning techniques – open and closed
- Observing body language

Complaint handling procedure

Listen

Acknowledge the problem

Problem – identify the nature of the problem

Solution – agree on a solution (provide options – remember to act within scope of responsibility)

Action – take action ASAP, do as you have agreed

Record – in a communication book or with supervisors / chef

Follow up – with the customer to ensure satisfaction

A – Asian tourist. Limited English. Needs to book a table for dinner. Getting frustrated.

B – American Tourist. Unhappy with service provided.

C – Young family. Need to eat quickly. One of their meals wasn't served. Kids are crying, family is exhausted. They are unhappy.

D – Elderly couple. Seated next to family above. Unhappy with noise.



Working with a partner, act out (or write a script for) the above scenarios.

List the NEEDS / EXPECTATIONS of your customer, the questions you will ask (open/closed)

And how you will use your body language. Ensure you follow the complaints handling procedure.

Conflict in the workplace

When working as part of a team you will find yourself open to other people's opinions and criticisms. People are not very comfortable accepting criticisms so this can create stress and conflict in the workplace. You must be able to take responsibility for your actions and accept that you might not always be right. Remember – nobody is perfect.

There are certain ways to approach conflict that help to diffuse a situation, while other approaches may escalate the issues or be ineffective. These approaches are categorised as assertive, aggressive or passive.



Discuss the following to help you define each of these terms in the space provided

Assertive:

Aggressive:

Passive:



Complete the following table, indicating the reason there may be conflict in each situation

SITUATION	Give an example of a POTENTIAL CONFLICT
Variations in a colleague's work practices	
Poor communication due to language difficulties	
Aggressive behaviour towards other employees	
Misunderstandings regarding roles and responsibilities	
Cultural misunderstandings	



Discuss the extent to which conflict can be a positive or negative experience and how to seek assistance should the conflict escalate.

Bullying and Harassment in the Workplace

Bullying is repeated, unreasonable behaviour directed towards a worker or group of workers that creates a risk to health and safety. It can be classified as direct or indirect bullying.



Complete the following table with examples of these two types of bullying from the list below:-

shoving or poking; staring; refusing to socialise with the victim; throwing things at the person being bullied; withholding information that is vital for effective work performance; pinching; excessive scrutiny at work; biting; giggling, deliberately changing work arrangements, such as rosters and leave, to inconvenience a particular worker or workers; laughing at or mocking the victim; interfering with someone's personal property or work equipment.

Direct	Indirect
<i>Acts of physical aggression</i>	<i>Spreading gossip and rumours</i>



From the information in the above list, and perhaps with additional examples, complete the following table.

Types of bullying or harassment	Workplace example
Verbal	
Physical	
Psychological	
Sexual	



Explain the steps to take if you witness or are subject to bullying or harassment in the workplace.

Glossary of terms

Terminology	Definition
Feedback	
Cultural awareness	
Cultural diversity	
Inclusiveness	
Teams	
Teamwork	
Memo	
Subtext	

Unit Review Questions

1. **Discuss** the benefits of teamwork on:

An organisation	
A team member	
The customer	


2. **Describe** the aims of EEO legislation.


3. **Discuss** how the Fair Work Ombudsman functions, to give effect to EEO legislation?

4. **Discuss** the consequences of inappropriate workplace behaviour.

6. **List** the differences that could occur between individual and workplace goals and plans.

7. Use your research techniques on the Internet to find a case study about bullying.

 **Discuss** the events in the case study in terms of the anti-discrimination legislation.

 **Explain** how these events could have been prevented.

8. **Discuss** how you would handle one of the following complaints:

- a. Kai has booked into a luxury hotel spa suite for the weekend. However, on arriving at the hotel, he finds that the spa suite is not available and is offered a standard room.
- b. Addison feels that she has not been treated fairly because of her skin colour and race. She argues that she had been waiting for a table in a restaurant and other customers who had arrived after her had been seated and offered service. She threatens to report the restaurant to the anti-discrimination authority and bring the local newspaper's attention to her ordeal.

1. Listen: _____

2. Acknowledge: _____

3. Identify the problem: _____

4. Agree on an acceptable solution: _____

5. Take action: _____

6. Record the issue: _____

7. Follow up: _____

2015 HSC QUESTIONS

5 Simon has been working at a local café for three weeks. In that time, other staff members have deliberately not included him in any professional or social conversations.

What type of bullying is Simon experiencing in the workplace?

- a) Physical
- b) Psychological
- c) Sexual
- d) Verbal

Question 16 (2 marks)

What is the value to a worker of getting individual feedback from their supervisor?

2

Question 19 (9 marks)

(b) How does the recognition of customer non-verbal cues enhance the service provided by wait staff?

2016 HSC QUESTIONS

Question 22 (15 marks)

Answer part (a) of the question in a writing booklet.

(a) **Explain** how communication can be used to develop rapport with customers and meet their expectations.

2017 HSC QUESTIONS

Question 17 (5 marks)

Why are customer complaints and feedback important to a hospitality establishment?

2018 HSC QUESTIONS

1. How can a hospitality establishment obtain informal feedback?

- a) Complete staff training at meetings
- b) Collect written customer evaluations
- c) Conduct staff performance appraisals
- d) Check customer reviews on social media

Question 21 (7 marks)

(a) **Describe** the rights and responsibilities of employees in relation to anti-discrimination legislation.

(b) In what ways can employers support the rights of employees in relation to anti-discrimination in the workplace?

2019 HSC QUESTIONS

2. Which of the following shows the way to communicate effectively with a customer?

- a) Accurately and concisely
- b) Concisely and defensively
- c) Dismissively and accurately
- d) Accurately and aggressively

Question 18 (4 marks)

a) What are the types of questions front-of-house staff can use when communicating with customers? Provide an example.

2

b) **Outline** the benefits to a customer when they are asked a variety of questions by wait staff. 2
