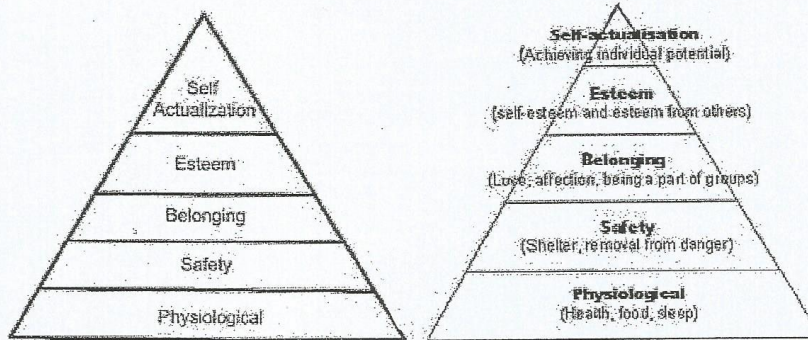


**HOSPITALITY GENERICs - LEVEL 2**  
**TOPIC 2: TEAMWORK**

LO 2.3.1 Identify and describe the factors affecting teams in your workplace or learning environment.

**MEMORANDUM**

1.



2.

- a. **Physiological needs:**  
It is items such as water, sleep, warmth, health, food, clothing and shelter that are necessary for the survival of the human body.
- b. **Security needs:**  
You need protection against danger, for example insurance policies against possible losses, pension schemes and medical insurance to make provision for sickness and retirement. You need freedom from threats, comfort and peace.
- c. **Social needs:**  
This refers to friendship, love, affection and social acceptance. Teamwork and teambuilding are also important in the motivation of employees. Acceptance, group membership and association with successful team are important.
- d. **Need for esteem or respect:**  
This is when the membership of a group has been satisfied. They include the needs for success, prestige, status, a sense of value and dignity and important projects.
- e. **Need for self realisation/self actualization:**  
This means to be one's true self and to do one's own thing. This is the most difficult need to satisfy. Challenging projects, opportunities for innovation and creativity and learning at a high level can satisfy this need.