



SUBJECT: HOSPITALITY GENERICS LEVEL: 2

CLASSTEST TOPIC 2 TEAMWORK

MEMORANDUM

QUESTION 1

1.1

Distinguish between a group and a team.

GROUP	TEAM
Is informal.	Is formal.
Likely to be temporary.	Is more permanent in nature.
Have no clear accountability for its performance.	Is accountable for the achievement of areas of performance.
Often no clear leader.	Team has a defined leader/coach/facilitator.
A group is not necessarily a team.	A team is a group of people working together.
Coming together socially to do something together.	Team is goal specific.

- 1.2 Commitment to the team
Respect for one another
Communicate well
Support each other
Being trustworthy and reliable
Help each other

- 1.3 Membership
Work environment
Organisational factors
Team development and maturity

- 1.4 1.4.1 **Physiological needs:**
The need for food shelter and clothes must first be covered before he will try to achieve other goals.
A person who has not enough resources to meet his basic needs will struggle to function effectively in a group.
A person who's need are met will be more willing to focus on working effectively together in a team.

- 1.4.2 **Social needs:**
Refers to friendship, love and social acceptance.
Teamwork and team building are also important in the motivation of employees.
If a person is not socially accepted and loved by his team members, he will struggle to contribute effectively to the team.

- 1.4.3 **Security needs:**
Team members wants to feel secure and safe.
You need protection against danger.

You need insurance policies against possible losses by theft.
You need pension schemes and a medical aid to make provision for retirement and sickness.

QUESTION 2

- 2.1 Quality-circle teams
- 2.2 Training forums
- 2.3 Goals

QUESTION 3

- 3.1 Front Office/Front-of-house/Reception
- 3.2 Welcome and receive guests
 - Making reservations
 - Allocating rooms for guests
 - Checking out of guests and booking in of guests
 - Processing payments
- 3.3 Contribute ideas
 - Ask questions
 - Give feedback
 - Respect differences
 - Share leadership
 - Follow procedures
 - Everybody is participating
 - Support and trust each other
 - Team has a clear vision/goal
- 3.4 The number of team members to complete a task.
The number of tasks to be completed in a project.
The types of task. (easy/difficult)
The time allocated to complete the tasks.
The skills and of the workers
The experience of the workers
The environment in which the tasks must be completed. (noisy, hot or cold etc.)
- 3.5 Front office manager
 - 
 - Receptionist/Eleanor
 - 
 - Guest
- 3.6 Management sets goals for the organization.
Management sets standards of performance.
Management defines expectations of the group.
Management plans, organize, lead, disciplines and motivates team members.
Management control team performance against set standards.

QUESTION 4

- 4.1 4.1.1 A team is a formal group made up of two or more independent individuals, who are working together and are responsible for the attainment of a specific goal or purpose.
- 4.1.2 Provide food and beverages to guest. Responsible for the bar, kitchen
Clean the appropriate areas
Working together to make the guest stay unforgettable.
- 4.1.3 Quality circle team/advisory team
Production line team/project team
Training forums/Action teams
Study groups/Virtual teams
- 4.1.4 P44, 51 Handbook
- 4.2 P41 Handbook

CLASS TEST

TOPIC 2: TEAMWORK

QUESTION 1.

You realised that the kitchen staff did not function well within a team structure. Advise them by answering the following:

- 1.1 Distinguish between a group and a team. (4)
- 1.2 Which SIX characteristics should employees have when working in a team. (6)
- 1.3 Name three factors that may affect a team in the hospitality environment. (3)
- 1.4 Describe how the following needs may influence team members in a positive or negative: (3)
- 1.4.1 Physiological needs (3)
- 1.4.2 Social needs (3)
- 1.4.3 Security needs (3)
- (22)

QUESTION 2.

Give ONE word/term for each of the following descriptions by choosing a word/term from the list below. Each word must only be used once

LIST: time-share; club; quality-circle teams; training forums; subordinate; game lodges; goals

- 2.1 Groups of ten or fewer workers who meet with their superior to improve their performance.
- 2.2 Groups that use experts and instructors of different areas for teaching and learning purposes.
- 2.3 It describes the purpose or goals that an organisation is aiming for. (3)

QUESTION 3.

CASE STUDY

Ms Elanor Merton is a receptionist at a medium-sized hotel in Midlands Meander. It is important that she always looks and behaves in a professional way, as she represents the image of the hotel.

- 3.1 Indicate the department where Elanor will be working at this hotel. (1)
 - 3.2 State 5 of Elanor's duties as a receptionist. (5)
 - 3.3 Elanor forms part of a team within this department. Suggest 7 ways how this team can work effectively to reach their goals. (7)
 - 3.4 Describe 8 factors that can affect a team's productivity within the workplace. (8)
 - 3.5 Design a diagram to show the directions of communication Elanor needs to follow when she conveys enquiries from guests to her immediate supervisor. (5)
 - 3.6 Describe in general 4 roles and responsibilities of management at the hotel. (4)
- (30)

QUESTION 4

- 4.1 There will be many teams involved to make the guests stay unforgettable:
 - 4.1.1 Define the term team. (2)
 - 4.1.2 One of the teams involved in Mr Motaung stay will be a food and beverage team. Describe 3 responsibilities of this team. (3)
 - 4.1.3 List 4 types of teams that you may come across in the industry. (4)
 - 4.1.4 Identify and describe 4 factors that can affect the performance of the food and beverage team. (4)
 - 4.2 You are team leader of your study group. Give your group members some advice on how to function effectively in a team. (2)
- (15)