Reference for Assessment Purposes

The Australian Centre for Advanced Studies
PO Box 14, Riverton WA 6148
17 Nov. 09

Name of candidate

Name of supervisor

Position title of supervisor

Organisation

Period of employment

Some skills of the Certificate II in Hospitality are given below. They are expressed as the instructions given to students. The boldface heading will make it easier for you to navigate them.

Does the candidate consistently meet your organisation’s performance standards for these skills?

You may answer yes or no. (You may also answer "Not applicable", "Very competent", or "Don't know"). There is also a space for your comments.

When finished, please check that you have marked all boxes.

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Work with colleagues and customers

Communicate with people

Be polite, professional and friendly whenever you communicate with customers and colleagues, that is, anybody that you come into contact with relating to your work.

You will often need to inform customers about your products and services. It is your job to get the information and pass it on clearly to customers. In a restaurant, you'll probably be able to get it from the chef.

If your customers are well-educated or upper class, you need to be nice to them in their way. Use the kind of language and tone that is appropriate to the situation. This means:

- use good manners
- use good English grammar
- use good pronunciation in oral language
- use good spelling and punctuation in writing
- use little or no slang
- don't swear or use slang that will put people off
- arrange thoughts in ways that educated people understand

Always use appropriate non-verbal communication. This means:

- Use the right body language.
- Wear the right clothes and accessories for the occasion.
- Use appropriate gestures and mannerisms.
- Use the right tone of voice and don't shout.
- Be sensitive to how you use your personal space.
- You might need to use culturally specific communication customs and practices.
- You might need to communicate with practices and customs from specific cultures.

All these things send a message about you and your attitude.
You also have to observe other people's non-verbal communication. Take it into consideration when you are trying to understand what they are saying. It can involve any of the following:

- Their body language
- Their clothes and accessories
- Gestures and mannerisms
- Tone of voice and volume
- Personal space
- Culturally specific communication customs and practices.

Listen actively. That means taking notice of what people say and try to understand it from their viewpoint.

Ask questions if they are unclear. Use open-ended questions so they don't feel interrogated or cornered. You are trying to have effective two-way communication.

Be sensitive to cultural and social differences. In a restaurant, this may include using different ways of greeting people, avoiding gestures and body language that could cause offense, different topics of discussion, or being more informal.

Choose the right communication medium for the situation and use it correctly. Most of the time it will be simply talking face-to-face or by telephone, but not always. It could sometimes be:
- filling in forms
- email or other electronic communication
- short written messages, such as restaurant bookings or phone messages

In other words, an email or note might sometimes be better than talking face-to-face. Sometimes you might have to choose whether to meet someone or to phone them.

When choosing a medium, consider:
- who you are trying to communicate with
- what kind of response you need
- what you need to communicate
- other factors:
  - Older people often prefer face-to-face, but will take a phone call.
  - Some people don't like computers so either don't have email or don't check their email often enough.
  - It might depend on the problem. Some problems need to be discussed face-to-face. Or perhaps a phone call is enough. And some things just have to be put in writing.
  - If someone is away overseas, email might be your only option.
  - If it's urgent, you might have to use whatever means you have. A phone call might not be ideal, but at least you get an answer straight away.
  - People don't understand short written messages if they're too brief or if hey can't read the writing.

If your organization has standard practices for communication, you need to follow them. e.g. greeting and farewelling at the door, greeting on the phone, taking messages, addressing people by name, standard letter and email layouts.

**Personal presentation**
Look the part. Keep up a high standard of personal presentation, e.g. clothing, hair and grooming, hands and nails, skin and teeth, jewellery, and hygiene.

In some cases, your personal presentation may vary according to:
- the work location (office, kitchen or front of house),
- the impact it has on different types of customers, and
- specific requirements for particular work functions.
For example, men have to wear a suit and tie at some kinds of events, and can't get in wearing anything less. But for other occasions neat casual is quite adequate.

**Service to customers**
Give good service to your customers. You need to be able to meet all reasonable customer needs and requests within the timeframe expected in your restaurant. But good customer service isn't just about doing the minimum requirement. It also means noticing any opportunities when you could do something to improve the quality of your restaurant's service and always doing it.

Notice what your customers need or expect and offer the right kind of help. (It is even better service if you can anticipate what they will need.) This includes customers with special needs such as:

- those with a disability
- those with special cultural needs
- those with limited English
- parents with young children
- unaccompanied children
- pregnant women
- aged people.

In practice, however it's not that complicated. It's really about having a helpful attitude, being sensitive to what people need, and doing what you can.

**Help your colleagues too**
Help your colleagues whenever they need it. If you notice that they need something, do what you can to help them. Your organization (or your supervisor) will have expectation on how fast they you to act.

Like giving good customer service, helping your colleagues means noticing any opportunities to do something to make your restaurant better and always doing it.

**Responding to conflicts and customer complaints**
Take notice when people might come into conflict in some way or a conflict has already started. Then look for a solution in conjunction with the people involved.

If people are dissatisfied for any reason, you need to notice it very promptly and do something to fix it. However, you have to stay within your level of responsibility and follow the restaurant procedure.

Respond to customer complaints positively, sensitively and politely. Consult the customer so you know what exactly they're complaining about.

If something goes wrong, respond very positively and helpfully. Use it as an opportunity to get customer loyalty. The point is to impress them with a very good response. For example, if a customer complains about stale food, your restaurant might have a policy of replacing it with a fresh portion.

If the complaint gets worse and you can’t resolve it, refer it to the appropriate person (e.g. your supervisor). Act according to your level of responsibility and follow the restaurant's procedure.

In any case, always keep a positive and cooperative attitude.

**Work in a team**
Good teamwork is essential. Show trust, support and respect to team members in your day-to-day work.

Notice any kind of cultural differences in the team and accommodate them. This is simply give and take, and your ability to accept people who are different from you, and work with people you don't particularly like.
Set goals:

- Find out what your team needs to get done by discussing it in the team and with other relevant people.
- Find out what you need to do, figure out what is high priority, and get your work finished on time.
- If you need to make changes in the tasks you're responsible for, review your work goals with your supervisor and negotiate changes to meet your new goals.

Help each other. When you need help, ask for it from other team members, supervisors and/or managers. Offer to help colleagues when they need it so that the job gets done.

When another team member gives you feedback on your work or tells you something, acknowledge it and respond appropriately.

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Work in a socially diverse environment

This unit is about being culturally aware when working with people from diverse backgrounds. You need to be able to communicate with people of different social and cultural backgrounds with respect and sensitivity, and address cross-cultural misunderstandings.

Anti-discrimination laws

Does not discriminate on the basis of:

- age
- sex
- marital status
- race and color
- national or ethnic origin, or
- disability.

It is also illegal to behave offensively to someone if the reason (or part of the reason) is their different race, color, or national or ethnic origin, and an employer can't get an employee to do it for them either.

Communicate with customers and colleagues from diverse backgrounds.

- Treat people from different cultural groups with respect and sensitivity.
- Consider cultural differences in all your verbal and non-verbal communication. That is, be cooperative with people who are different from you in language, views on special needs, ethnic background, disability, family structure, gender, or age.
- Try to overcome language barriers by using simple English, gestures, sign language, or the other person’s language.
- If you need help, get it from your colleagues or other sources.

Address cross-cultural misunderstandings

You also need to notice the kinds of things that could create misunderstandings. In other words, identify issues that may cause conflict or misunderstanding in the workplace. It is better to prevent misunderstandings if you can.

You need to notice when something is not quite right. Try to fix misunderstandings, but consider cultural factors when you do.
If something is very difficult, find the right person to talk about it with and figure out how to solve the problem. Get help from your team leader or others if you need it.

If you can't fix the problem yourself, refer it to your team leader or supervisor for follow-up.

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**Follow health, safety and security procedures**

This unit is about following health, safety and security procedures in all your work, and joining in your organization’s OHS management practices.

**Follow OHS procedures**

Whether the procedures are written down or not, you still have to follow them consistently and correctly. You also have to:

- follow directions that your supervisor gives you to maintain safety
- pay attention to safety signs
- incorporating safe work practices into all your work, such as any of the following that relate to your job:
  - using personal protective clothing and equipment
  - safe posture (for sitting, standing and bending)
  - lifting safely
  - taking designated breaks
  - rotating tasks
  - using knives and equipment safely
  - working with hot surfaces
  - using computers and electronic equipment
  - safe handling of chemicals, poisons and dangerous materials
  - clearing any hazards from your work area

Notice any unsafe work practices, OHS problems, or breaches of procedure and promptly report them.

Notice any security problems and promptly report them to your supervisor.

**Follow emergency procedures**

Follow procedures for emergency situations correctly. The owner should have procedures for the likely kinds of possible emergencies.

Recognize emergencies (and situations that could easily become emergencies) promptly. Then act quickly to solve the problem when it's your job to do so.

If you need help, ask for it promptly from colleagues or other authorities (fire, police, etc.).

Afterwards, you will normally be asked to report details of the emergency. Be accurate and follow your procedures. This will normally be a debrief by your supervisor, where you have to explain exactly what happened, and perhaps fill in an incident report form.

**Participate in OHS practices**
Participate in your OHS management practices. These help ensure a safe workplace.

It usually means having a meeting where you can speak. Join in actively and tell your boss about anything that could be dangerous or procedures that need attention. Join in the discussion when you assess risks, and suggest appropriate ways of controlling risk. You may need to be assertive.

Raise OHS issues and concerns with your supervisor. Consider the following:

1. How likely would it be? (If you can't reasonably be expected to foresee it, then you don't have to do anything about it.)
2. How serious would the harm/injuries probably be?
3. Is the person particularly vulnerable, such as a young child?
4. How difficult is it to take preventative measures? (Extreme measures would be unreasonably demanding.)

Make sure your own work area is free from hazards. Your supervisor will sometimes schedules activities for identifying hazards (e.g. an inspection), and you need to play a part, such as cooperate with the inspection.

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