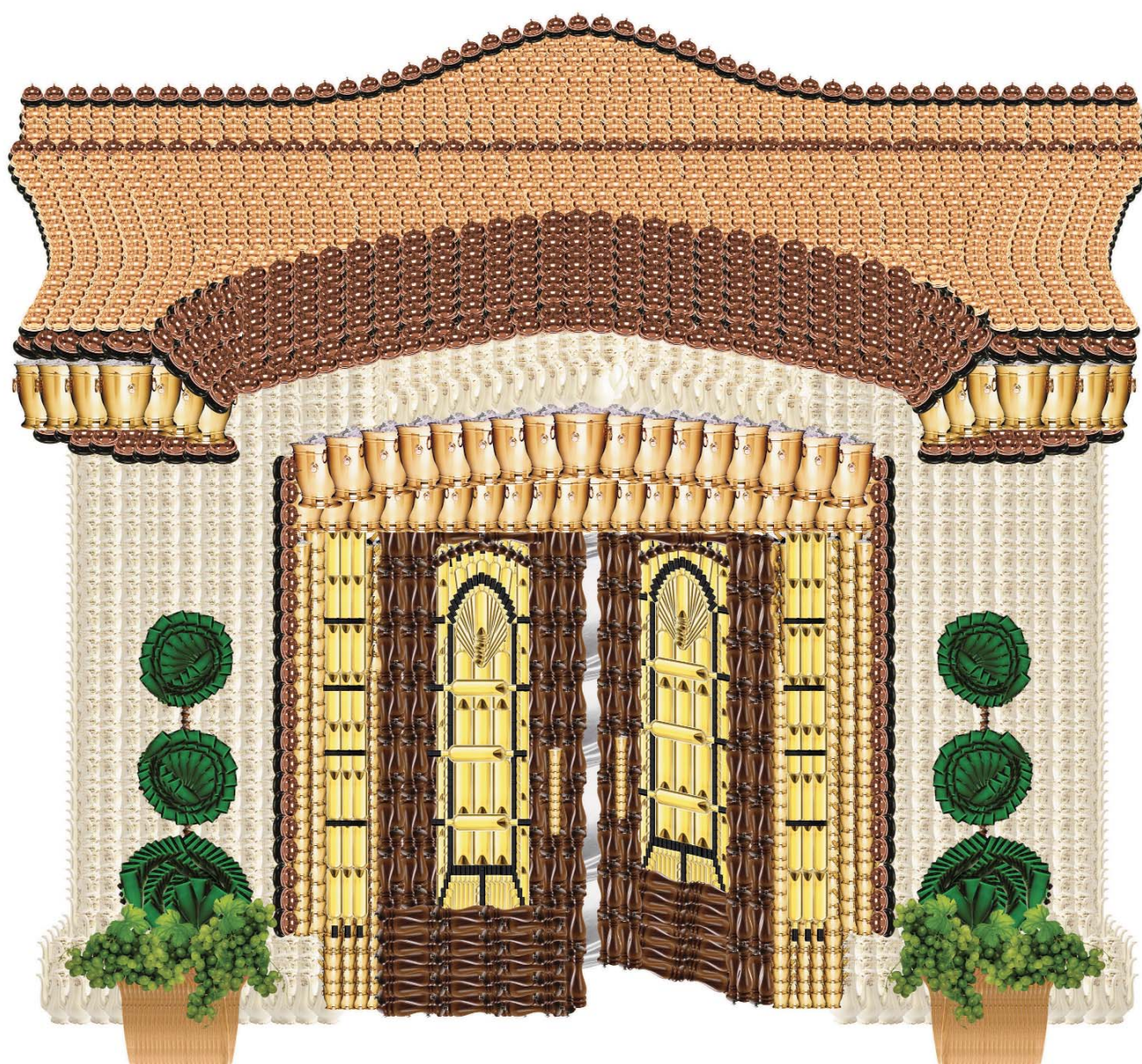


MARKING COMMENTARY

UNIT 3 - SKILLS FOR SUCCESS IN THE HOSPITALITY INDUSTRY



MODERATOR'S MARKING COMMENTARY ON Level 1 Unit 3

Task number	COMMENTS	Learning Outcomes
1	<p>Identified the various team members and the features of their roles, but not in the context of the assignment (although this follows in the report).</p> <p>There is some depth regarding the roles and benefits of individual team members. How these benefits contribute to overall effective teamwork is more implicit.</p> <p>Clearly research has taken place but no reference to the source or any bibliography at the end. This does not affect the marking of LO1 but it is always good practice to include sources/bibliography.</p>	<p>LO1a</p> <p>LO1b</p>
2	<p>Roles of team members are described and linked into the event and the effectiveness and benefits of each role were mentioned. The benefits of the way each works in a team is more implicit.</p> <p>Some issues of concern were addressed, and only one real suggestion was put forward how to deal with breakdown in communications.</p> <p>Communication was addressed (culture, age, gender, disability). There are a few ideas as to adapt communications to visually/hearing impaired. Other circumstances quite brief and there was no mention of the difference between communications with internal and external customers (adapted according to circumstance).</p>	<p>LO1a</p> <p>LO2a</p> <p>LO2b</p>
3	<p>Defined own role and areas of responsibility and performed some assessment of role by highlighting some opportunities for improvements.</p> <p>Little reference to team working towards common goal although did mention that the team worked effectively under his leadership (this could have been expanded to gain marks in the higher range).</p> <p>Witness testimony shows there was some effective communications as a team leader and a briefing session but no de-briefing.</p>	<p>LO3b</p> <p>LO3a</p>
4	<p>See witness testimony. To summarise the range of communication methods used could have been better documented and extended, although there was a good account of keeping the team up to date</p>	<p>LO4a</p>

	with development. There was no concrete evidence of checking that communications had been understood and were acted upon.	LO4b
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Marks awarded:

LO1 = 9

LO2 = 6

LO3 = 8

LO4 = 6

Total 29