

## HOSPITALITY

### Unit 3: Building and developing effective hospitality teams



## Hospitality

### Level 3 Unit 3: Building and developing effective hospitality teams

#### Sample scheme of work

This is an example of a possible scheme of work. You can use it as it is, adjust it or extract content to create a scheme of work to suit your delivery needs. It can also be adjusted by adding theory workshops to support learners who have/need additional learning time.

This unit is assessed through a centre set and marked assignment.

<b>Total GLH</b>	60
<b>Delivery model</b>	Based on teaching: <ul style="list-style-type: none"> <li>two hours per week for 30 weeks.</li> </ul>
<b>Aim</b>	To demonstrate the importance of teamwork, effective communication and customer service within the hospitality industry. Learners will be able to: <ul style="list-style-type: none"> <li>describe the essential characteristics, roles and responsibilities of different hospitality teams</li> <li>identify the principles behind the resolution of conflict</li> <li>carry out duties as an effective team member</li> <li>lead and support hospitality teams.</li> </ul>
<b>Notes</b>	Under FS (functional skills): <p>* indicates opportunities for assessment in English of speaking and listening and/or written communication</p>

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
1	Introduction to topic, review and development of research skills	Outline the assignment brief and the evidence required. Give an introduction to methods of research, including research plans and the analysis and evaluation of information.	LO1a		*	2	
2	The essential characteristics of different hospitality teams	Discuss the characteristics of teams in the hospitality industry (eg team formation, specialist teams) with reference to the prior experiences of learners from work experience, part-time work, etc.	LO1a		*	2	
3	Operational functions of teams in hospitality	Discuss the operational functions of hospitality teams (eg front of house, security, events management) with reference to the prior experiences of learners from work experience, part-time work, etc.	LO1b		*	2	
4	Roles within teams	Learners to devise questions relating to the different roles with teams (eg team leader, manager) to ask on the forthcoming industry visit.	LO1b		*	2	
5	Industry visit	Give learners worksheets with questions to answer during or after the visit. The worksheet should focus on the different roles with teams.	LO1b	CT4	*	2	
6	How hospitality teams work together for common goals	Discuss within class the reasons teamwork is so important for hospitality establishments. Emphasize the benefits for customer service of presenting a professional image.	LO1c	TW1	*	2	

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
7	Industry speaker	Arrange for an industry speaker to visit the class to outline the importance of team work.  Learners should be prepared to ask questions and must take notes for their files.	LO1c		*	2	
8	Half-term						
9	Ineffective teamwork	Discuss within class the impact of ineffective teamwork and how it can be damaging for hospitality establishments, eg poor reputation.	LO1d		*	2	
10	Assignment planning	Learners should begin planning for their assignments where they must both lead and work as part of a team. They should agree the event selection and begin team selection. Timetable should be set.			*	2	Links to Unit 8, LO5a.
11	Conflict recognition and resolution	Show film clips on DVD or from the internet that illustrate how to recognise and deal with conflicts within a team. Learners should take notes for their files.	LO2a LO2b	IE3 EP1	*	2	
12	Understand own and others' assumptions and views	Discuss with learners the fact that listening to and trying to understand other people's views can help to resolve conflicts.	LO2c	CT4	*	2	
13	Recognise team objectives	Devise worksheets to help learners understand team objectives such as maintaining communication.	LO3a	TW1 EP6	*	2	

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
14	Team working	Learners should assist in the training restaurant throughout December. While doing so, they should demonstrate that they can effectively work within a team.	LO3a	TW1 EP6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4a: perform as an active team member
15	Team working	Learners should assist in the training restaurant throughout December. While doing so, they should demonstrate that they can effectively work within a team.	LO3a	TW1 EP6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4a: perform as an active team member
16	Team working	Learners should assist in the training restaurant throughout December. While doing so, they should demonstrate that they can effectively work within a team.	LO3a	TW1 EP6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4a: perform as an active team member
17	Holidays						
18							
19	Industry visit	Arrange for an industry visit so that the class can see the importance of team work in action.  Learners should be prepared to ask questions and must take notes for their files.	LO3b		*	2	
20	Assess roles within a team	Learners should discuss their experience in the training restaurant, focusing on their own and others' roles and responsibilities.	LO3b		*	2	
21	Communication and feedback	Learners should discuss their experience in the training restaurant, focusing on the effectiveness of the communication skills displayed and	LO4b	TW6	*	2	

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
		constructive feedback.					
22	Lead a team and show constructive support	Each learner should have the opportunity to participate in a planned event as a team leader or other member of the team. Learners need to show they can provide constructive support to their colleagues, eg by discussing the positive aspects of their performance.	LO4a/b	TW5 TW6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4b: lead a team
23	Lead a team and show constructive support	Each learner should have the opportunity to participate in a planned event as a team leader or other member of the team. Learners need to show they can provide constructive support to their colleagues, eg by discussing the positive aspects of their performance.	LO4a/b	TW5 TW6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4b: lead a team
24	Lead a team and show constructive support	Each learner should have the opportunity to participate in a planned event as a team leader or other member of the team. Learners need to show they can provide constructive support to their colleagues, eg by discussing the positive aspects of their performance.	LO4a/b	TW5 TW6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4b: lead a team
25	Half-term						
26	Lead a team and show constructive support	Each learner should have the opportunity to participate in a planned event as a team leader or other member of the team. Learners need to show they can provide constructive support to their colleagues, eg by discussing the positive aspects of their performance.	LO4a/b	TW5 TW6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4b: lead a team
27	Lead a team and show	Each learner should have the opportunity to participate in a planned event as a team leader	LO4a/b	TW5	*	2	Links to Unit 8, LO5b:

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	constructive support	or other member of the team. Learners need to show they can provide constructive support to their colleagues, eg by discussing the positive aspects of their performance.		TW6			demonstrate supervisory skills  Links to Unit 4, LO4b: lead a team
<b>28</b>	Lead a team and show constructive support	Each learner should have the opportunity to participate in a planned event as a team leader or other member of the team. Learners need to show they can provide constructive support to their colleagues, eg by discussing the positive aspects of their performance.	LO4a/b	TW5  TW6	*	2	Links to Unit 8, LO5b: demonstrate supervisory skills  Links to Unit 4, LO4b: lead a team
<b>29</b>	Assess performance	Learners should discuss their own and others' performance during the previous six weeks.	LO4c		*	2	Links to Unit 8, LO5c: Evaluate team effectiveness  Links to Unit 4, LO4c: Evaluate the performance
<b>30</b>	Assess performance	Learners should discuss their own and others' performance during the previous six weeks.	LO4c		*	2	Links to Unit 8, LO5c: Evaluate team effectiveness  Links to Unit 4, LO4c: Evaluate the performance
<b>31</b>	Evaluate the effects of coaching and mentoring	As a group, identify the main ways in which coaching and mentoring can be important in the smooth running of a team, particularly in relation to dealing with conflicts.	LO4c		*	2	Links to Unit 8, LO5c: Evaluate team effectiveness  Links to Unit 2, LO5a: evaluate customer service  Links to Unit 4, LO4c: Evaluate the performance
<b>32</b>	Holidays						

Week	Topic	Activities, assignments, assessments, resources	LO and AC	PLTS	FS	GLH	Other comments
33							
34	Industry speaker	<p>Arrange for an industry speaker to visit the class to explain their company approach towards coaching and mentoring and the effect it has on teams.</p> <p>Learners should be prepared to ask questions and must take notes for their files.</p>	LO4c		*	2	
35	Review the effectiveness of communication skills	Learners should draw on the practical aspects of the course as well as any previous experience of teamwork to review the importance of good communication.	LO4c		*	2	Links to Unit 8, LO5c: Evaluate team effectiveness
36	Review ways to collectively improve standards	Learners should discuss how communication skills and teamwork can be improved	LO4c		*	2	<p>Links to Unit 8, LO5c: Evaluate team effectiveness</p> <p>Links to Unit 2, LO5a: evaluate customer service</p>