

UV11070

Effective teamwork

The aim of this unit is to develop your skills and knowledge towards becoming an effective and valued team member in catering and hospitality.

You will be able to organise your own work, adhere to deadlines and work efficiently, ensuring accuracy. This will include how to work safely within current legislation and organisational policies/guidelines.

You will learn the importance of working in a team, how this benefits the organisation and how to maintain good working relationships so that you can deal with problems effectively.

You will know how to contribute to your own learning and development and be able to understand the benefits of improving your skills.

Level

1

Credit value

2

GLH

19

Observation(s)

0

External paper(s)

0



Effective teamwork

Learning outcomes

On completion of this unit you will:

1. Know how to organise your own work
2. Know how to support the work of a team
3. Know how to contribute to your own learning and development

Evidence requirements

1. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
2. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
3. *External paper*
There is no external paper requirement for this unit.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 1

Know how to organise your own work

You can:	Portfolio reference
a. State the order of work to complete a task	
b. Describe situations when it is appropriate to ask for help	
c. Describe situations when it is appropriate to help and support others	
d. State the importance of working to deadlines	
e. State why it is important to follow instructions accurately	
f. State the importance of keeping work areas clean and tidy	



Learning outcome 2

Know how to support the work of a team

You can:	Portfolio reference
a. State the benefits of helping team members	
b. State the importance of passing information to the relevant people	
c. State the importance of clear communication	
d. Describe ways to maintain good working relationships in a team	
e. State problems in working relationships that should be reported to line managers	



Learning outcome 3

Know how to contribute to your own learning and development

You can:	Portfolio reference
a. List benefits of self-development	
b. State the importance of feedback from team members	
c. Describe how a learning plan could improve aspects of work	
d. List types of activities that help learning	

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Know how to organise your own work

Order of work: Identify task to be completed, collect relevant information, plan timescales for stages and deadlines, action the plan.

Situations when appropriate to ask for help: Unsure of task, unable to carry out task alone, unable to complete workload.

Situations when appropriate to offer help and support to others: Health and safety concerns (lifting boxes, moving furniture, cleaning a busy work area as a team), staffing levels (own work completed, management or supervisor request, unplanned situations such as staff absence).

Importance of working to deadlines: Customer satisfaction (meeting needs, professional image, reduce number of complaints), financial consideration (working to budget, additional costs for the organisation such as compensation drinks when food is late).

Importance of following instructions accurately: Accuracy (confirm instructions, plan in place, follow plan precisely), maintain company image and reputation, minimise problems, create positive working environment.

Importance of keeping work areas clean and tidy: Health and safety considerations, reduce likelihood of accidents, maintain effectiveness and efficiency, create positive impression for staff and customers.



Outcome 2: Know how to support the work of the team

Benefits of helping team members:

Increase in staff morale, increase staff motivation, improve efficiency, reduce likelihood of accidents.

Importance of passing information to relevant people: Meeting customer needs (restaurant staff passing on food allergy information to kitchen), maintain positive working relationships, minimise complaints and problems.

Communication methods: Verbal (tone, language), non-verbal (body language, eye contact), written (electronic, paper-based).

Importance of clear communication: Minimise problems, maintain standards, ensure positive working relationships (staff, suppliers, customers), avoid mistakes.

Maintain good working relationships in a team: Encourage discussion (individual and team contribution), deal with conflict effectively (discuss tensions, agree a way forward), team building (positive relationships, respect, approaches towards team, trust and openness), regular and effectively managed team meetings.

Problems in working relationships that should be reported to line manager: Conflict with other members of team, decline in morale, bullying (verbal, emotional and physical), underperformance.

Outcome 3: Know how to contribute to your own learning and development

Benefits of self-development: Increased skills and knowledge, job satisfaction, motivation, more valuable to organisation, increased promotion prospects, increased earning potential.

Feedback: Positive, areas for improvement, verbal, written, individual, group.

Importance of feedback from team: Identify your strengths, identify your development needs, increase self-awareness.

Learning plan: Identified needs, set goals, timescales, activities, agreed outcomes, review progress.

How a learning plan could improve aspects of work: Focus on your skills and knowledge needs, structured plan with timescales, identified areas for development, gain skills, qualification and knowledge, improved performance.

Types of activities that help learning: Team building (team days, activities), taught courses (practical, theoretical), on-job courses (practical, theoretical), job shadowing (own, other departments), coaching and mentoring.

Notes

Use this area for notes and diagrams


