# Activity 1

Record your responses in a digital document and place in your work portfolio that you will submit to your supervisor.

## Part A

**Key principles of fairness and equity**

1. List three (3) key principles of fairness and equity which you should follow while interacting with colleagues and customers in a workplace.
2. Identify four (4) cultural factors that workers in the hospitality industry need to consider when dealing with customers or colleagues.

## Part B

**Key cultural and religious protocols of the main social and cultural groups in Australian society**

1. Why is cultural and religious awareness important to people working in the tourism industry? Your response is to have 20-40 words.
2. List three (3) ways people define their cultural identity? Answer using examples drawn from the main social and cultural groups in Australian society, including Australian Indigenous people.
3. List four (4) factors that can lead to misunderstandings or conflict in the workplace.
4. State four (4) approaches that can be used to build understanding between customers and other staff members from different cultural practices.
5. State four (4) situations concerning other employees or customers where you would refer the situation or issue to your supervisor for their attention.

## Part C

**Key cultural and religious protocols of main inbound tourist markets to Australia**

Answer the following questions regarding the key cultural and religious protocols of main inbound tourist markets to Australia.

1. What key cultural and religious protocols apply to an individual working in the hospitality industry. List and explain two (2) protocols in 50-100 words.
2. What training is necessary for staff to work in inbound tourist markets to Australia. Answer in 20-40 words.