**Manager’s Questionnaire**

Thank you for completing this questionnaire. Your response will provide me with the data to review on how comprehensive and successfully the Teams component of our induction program is.

Each question below is targeted at finding out if you were able to understand our policies, company expectations and a general knowledge of teams and how these should operate in our workplaces.

I look forward to your response and my thanks for your effort in this activity.

Regards

**Allaway**

## Question 1

1. Explain the team responsibilities and duties and their relationship to individual responsibilities and duties in the tourism sector. Write your answer in 100-150 words.
2. What are the consequences of not working as a team in our workplace? Write your answer in 50-100 words.

## Question 2

How do you build good work relationships with your workgroup members? Document any six (6) ways.

## Question 3

1. Explain the meaning of “Time constraints” and “Resources constraints”. Write your answer in 20-30 words.
2. List any four (4) methods/tools that can be used to manage your time appropriately.

## Question 4

What is a ‘constructive feedback’? Give any two (2) examples of constructive feedback you have either given or received. Write your answer in 50 to 100 words.

## Question 5

Prepare a list of any six (6) ways you may use to provide support to your team members in achieving their work goals.

## Question 6

How can you contribute constructively to our company’s workgroup goals and tasks? Write your answer in 50-100 words.

## Question 7

What are the benefits of sharing and updating information relevant to work within your workgroup? Write your answer in 30-50 words.

## Question 8

How can you identify opportunities for individuals and the team to improve? Mention any three (3) ways

## Question 9

1. Explain the importance of workplace values. Write your answer in 30-50 words.
2. List any seven (7) examples of workplace values.

## Question 10

What communication strategies can you use when working with people who are from culturally and linguistically diverse backgrounds? Write your answer in 100-150 words.

## Question 11

Explain the following conflict resolution techniques:

a. Withdraw or Avoid

b. Smooth or Accommodate

c. Compromise or Reconcile

Write your answer in 100-150 words.

## Question 12

1. Who can you seek assistance from when issues, problems and conflict arise at our workplace?
2. Explain the different approaches that you can use to manage conflicts in the workplace. Write your answer in 30-50 words.

## Question 13

1. Explain the purpose of our ‘Conflict Resolution policy’. Write your answer in 50-100 words.
2. Name the Australian standard that guides that prevention, handling and resolution of disputes.
3. Provide example procedures for an ‘Informal conflict resolution and complaint’. Write your answer in 100-150 words.

## Question 14

This is a scenario for you to apply your skills from the reading, investigation and reflection you have undertaken.

You are on duty as a supervisor in the café during the weekend. Being in a supervisor’s role, you are expected to take the following responsibilities:

* Identify and interpret information to determine task requirements
* Complete required documentation using organisational formats
* Compose simple documents for others to read
* Present information and seeks advice using language and features appropriate to the audience
* Participate in discussions using listening and questioning to elicit views of others and to clarify or confirm understanding
* Interpret information related to timeframes and resource quantities
* Understand responsibilities of own role and follows explicit and implicit organisational protocols and procedures
* Select and uses appropriate communication practices when seeking or sharing information
* Establish and build rapport and relationships with others to foster a culture of respect and cooperation in communications
* Plan and organise work commitments to ensure deadlines and objectives are met
* Use formal analytical thinking techniques to recognise and respond to routine problems

**Scenario**

You have been asked to conduct one of the regular stocktake of cafe supplies to monitor the stock levels. You have formed a team of three staff members – you are one of the team.

The stocktake must be finished by end of business on Sunday. It is now Thursday. The tablet computer which is normally used for stock take is broken. Therefore, you are required to do a paper-based stock take.

Before starting the stocktake, you are to organise a meeting with your team members to sort out any potential issues and problems because the last stocktake was a disaster because of following problems and issues within the team:

Problems:

* Poor communication among team members
* Lack of participation

Issues:

* Lack of trust among team members
* Absence of leadership

**Part A**

Before the meeting, you need to prepare meeting agenda using the template provided on the next page.

The purpose of the agenda is to:

• Develop effective workplace relationship before initiating the task

• Effectively identify and deal with issues and problems

***Meeting agenda***

|  |  |  |  |
| --- | --- | --- | --- |
| **Date/Time:** |  | | |
| **Location:** |  | | |
| **Chairperson:** |  | | |
| **Meeting Attendees:**  ***Full names and roles*** |  | | |
| **Agenda Item/Topic** | **Discussion/Outcomes** | **Action Officer** | **Due Date** |
| **Welcome** |  |  |  |
| **(*Agenda item 1)***  ***Topic?*** |  |  |  |
| **(*Agenda item 2)***  ***Topic?*** |  |  |  |
| **(*Agenda item 3)***  **Topic?** |  |  |  |
| **Summary** | ***Overall Summary***  ***Decision/s***  ***Action/s if any*** |  |  |
| **Next Meeting Time/date** |  |  |  |
| **Meeting closed at:** |  |  |  |
| **Minutes are a true and accurate record of the meeting** | **Approved/confirmed by whom?** |  |  |

**Part B**

During the meeting you will endeavour to identify and decide responsibilities and duties for stock take. The following information also comes to light:

* Team member one (1) will share that English is not his/her first language, and he/she face difficulties in understanding typical English words/phrases.
* Team member two (2) will share he/she comes from a very different cultural and professional background and preferred following formal workplace environment
* Team member one (1) will inform that he/she has allergy from nuts and is not comfortable to handle food associated with it
* Team member two (2) will inform that he/she has allergy from crustacea and is not comfortable to handle food associated with it
* Team member one (1) will inform that due to prior commitments, he/she will not be available beyond the usual working hours of the restaurant.

With this information in mind, write up the minutes which detail what will occur during the stocktake using the template below:

***Meeting minutes***

|  |  |  |  |
| --- | --- | --- | --- |
| **Minutes of Meeting**  **Meeting Objective:**  **Attendees:**  **Venue:**  **Date:** | | | |
| **No.** | **Points Discussed** | **Actions Suggested** | **Target Date** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Signature of attendee 1: Signature of attendee 2:**  **Signature of attendee 3: Signature of attendee 4:** | | | |