

WORKING WITH OTHERS

PROBLEM SOLVING

EMPLOYABILITY SKILLS

IMPROVING OWN LEARNING & PERFORMANCE APPLICATION OF NUMBER

- Being a member of a team
- Attending department meetings
- Helping other staff
- Following instructions from a supervisor

KEY SKILLS

- Identifying a problem
- Solving a problem
- Reviewing methods used to solve problems

Understanding the importance of cleanliness

- How to deal with customers

WORK SKILLS

- How to keep the place clean and tidy - good housekeeping

Recognising new skills you have gained

Understanding the importance of good appearance

How to take clear telephone messages

Answering the telephone

WORK TASKS

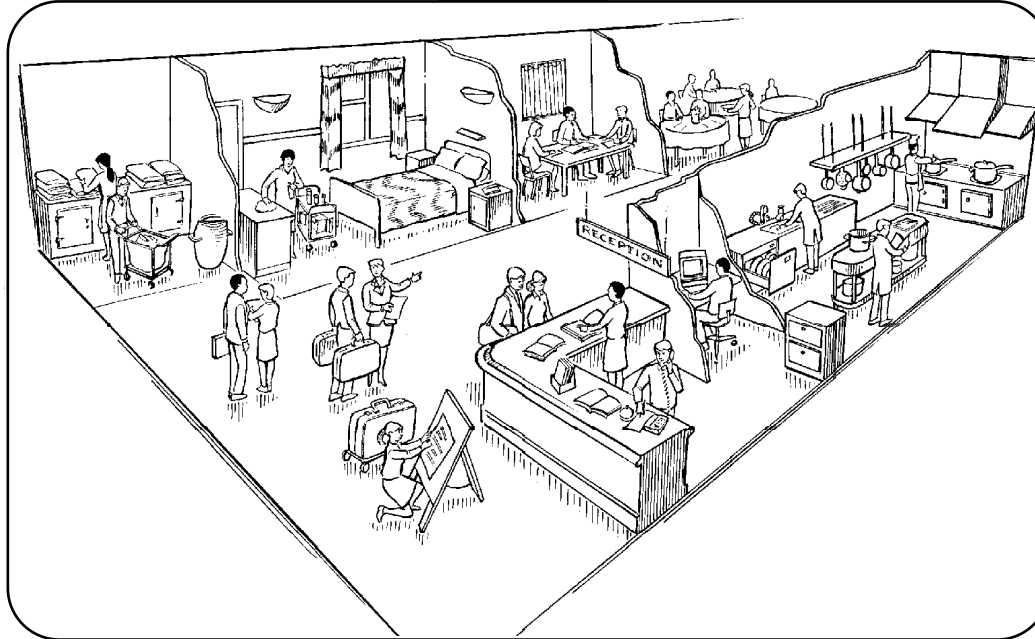
- Delivering messages to guests' rooms
- Setting out equipment for events

How to use computer equipment

Setting targets with your supervisor

Getting on well with many different types of people

Working in the linen room



Preparing and clearing areas for table service

Meeting targets and deadlines

Being punctual and reliable

How to present yourself and give a good impression

Helping to clean hotel rooms

Typing and filing in the reception office

How to use faxes and photocopiers

Identifying new skills

Showing initiative

Being flexible

Following a dress code

Making sure you and others follow health and safety rules

Observing and helping someone prepare food

Carrying luggage

Receiving and checking stocks

Reporting on stock checks

How to use cleaning utensils

How to avoid accidents

How to handle equipment safely

How to lift properly

Communicating clearly to other staff

Directing customers confidently

Reading information

Taking part in discussions with your supervisor

Evaluating the use of IT in the business

Using IT in the office

COMMUNICATION

INFORMATION TECHNOLOGY