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| Domain | HOSPITALITY - CORE SKILLS | Unit ID: 44 |
| Title: | Work with colleagues and customers in a culturally diverse hospitality environment | |
| Level: 2 | | Credits: 3 |

Purpose

This unit standard specifies the competencies required for effective interpersonal communication and customer service skills in the hospitality and tourism industry. People credited with this unit standard are able to: work with colleagues and customers from different cultural backgrounds; promote cross cultural understanding; and work in a culturally diverse team.

Special Notes

1. Entry information:

Prerequisite:

- Unit 42 *Follow workplace health, safety and hygiene procedures in a hospitality establishment* or demonstrated equivalent knowledge and skills.

2. Training and assessment related to this unit standard must be undertaken in the context of the Hospitality and Tourism operations and, preferably, in conjunction with training and assessment relating to other relevant technical unit standards from this Subfield.

3. Assessment evidence may be collected from a real workplace or simulated workplace in which there is a high degree of realism that replicates a commercial workplace setting. Where a simulated workplace is used, candidates must be:

- placed under realistic time pressures
- encounter realistic customer/staff ratios.

While any guest in the assessment activity need not be a paying guest, they must have the expectations of a paying guest.

Assessment should include documented evidence of working with and interacting with people of different cultures over an extended period of time.

4. Interactions must comply with establishment requirements and protocols as given through written or oral instructions that are made known to the worker for use in their work.
5. All inspection, operation and maintenance procedures associated with the use of tools and equipment shall comply with manufacturer's and/or company guidelines and instructions.

6. Glossary

- *Customers and colleagues* may include guests, workplace colleagues (including management), customers and clients from outside the establishment, members of other Hospitality and Tourism industry sectors, individuals or groups such as consultants and committees, government or organizations, local residents, visitors, members of the media.
- *Cultural and social differences* may include modes of greeting and farewelling, conversation, use of body gestures and mannerisms, formality of language, taking of leave for special, cultural purposes.

7. Regulations and legislation relevant to this unit standard include the following:

- Labour Act No 11 2007 as amended
- Tobacco Products Control Act No 1 of 2010
- The Social Security Act 1994
- The Employee Compensation Amendment Act 5 of 1995
- Namibia Tourism Board Act 21 of 2000
- Regulations relating to the Health and Safety of employees at work, 1997 and all subsequent amendments.

Quality Assurance Requirements

This unit standard and others within this subfield may be awarded by institutions which meet the accreditation requirements set by the Namibia Qualifications Authority and the Namibia Training Authority and who comply with the national assessment and moderation requirements. Details of specific accreditation requirements and the national assessment arrangements are available from the Namibia Qualifications Authority and the Namibia Training Authority on www.nta.com.na

Elements and Performance Criteria

Element 1: Work with colleagues and customers from different cultural backgrounds

Range

Ways to show that customers and colleagues from different cultural groups are valued include but are not limited to respect, acceptance, selection and use of appropriate words and supportive non-verbal communication such as smiling, hand movements and eye contact. Evidence of demonstrated knowledge of four ways is required for assessment purposes.

Cultural similarities and differences between different tourists and the local community can include food, type of clothing and way of dress, ways of greeting, standing or sitting on arrival, eye contact and bringing of food when visiting. Evidence

of understanding and respect of four cultural features is required for assessment purposes.

Performance Criteria

- 1.1 Guests and colleagues from different cultural groups are valued and treated with respect and sensitivity.
- 1.2 Cultural similarities and differences are taken into consideration in all verbal and non-verbal communication.
- 1.3 Sensitivity is shown to cultural and social differences.
- 1.4 Communication is conducted through the use of gestures or simple words in the other person's language, where language barriers exist.

Element 2: Promote cross cultural understanding

Range

Sources of assistance on intercultural communication may include but are not limited to colleagues, reference books, outside organisations such as interpreter services, diplomatic services, local cultural organisations, appropriate government agencies, educational institutions. Evidence of demonstrated knowledge of accessing two sources is required for assessment purposes.

Performance Criteria

- 2.1 Intercultural issues that may cause conflict or misunderstanding are identified.
- 2.2 Possible cultural differences are considered when difficulties or misunderstandings occur.
- 2.3 Difficulties are addressed in line with establishment procedures and assistance is sought from team leaders or others as required.
- 2.4 Sources of assistance on intercultural communication are accessed when required to resolve intercultural problems.

Element 3: Work in a culturally diverse team

Performance Criteria

- 3.1 Trust, support and respect towards team members are demonstrated in day-to-day work activities.
- 3.2 Cultural differences within the team are recognised.
- 3.3 Goals for the work team are identified jointly with colleagues and relevant others.

- 3.4 Individual tasks are identified, prioritised and completed within designated time frames.
- 3.5 Assistance is sought from other team members, supervisors and managers when required.
- 3.6 Assistance to colleagues is offered when required, to ensure designated work goals are met.
- 3.7 Feedback and information from other team members are acknowledged and responded to.
- 3.8 Changes to individual responsibilities are negotiated to meet work goals.
- 3.9 Own and team performance are evaluated and areas for improvement are identified.

Registration Data

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| Subfield: | Hospitality and Tourism |
| Date first registered: | 28 September 2006 |
| Date this version registered: | 15 November 2012 |
| Anticipated review: | 2017 |
| Body responsible for review: | Namibia Training Authority |