



**QUALITY HOSPITALITY**  
ADELAIDE CATERING

# Initial Consultations Character Brief

## Instructions to the Learner

Use this document to assist you and each of your four (4) volunteers in completing the four (4) separate role play activities for this task. Discuss first the scenario from the Case Study Overview to your respective volunteer for each role play, and the instructions below before commencing with each activity.

You are to play the role of the Event's Co-ordinator and Manager for **Quality Hospitality Adelaide**. You currently manage the operations of **Quality Hospitality Adelaide** to maintain the standards of **Quality Hospitality** and to achieve its other agreed upon objectives.

You must read through the Operational Plan Preparation document you made in Part 1 Task 1 before each role play activity.

Consult with each of the four (4) relevant personnel separately as an integral part of the operational planning process. Each relevant personnel will need to provide you with advice about the strategies and variations you plan to implement in the next upcoming year of operations for **Quality Hospitality Adelaide**.

For each consultation, present the following information to the person you are consulting:

- Improvements that you aim to achieve in the organisation
- Strategies that you can implement to achieve these improvements
- People who will be held accountable for these strategies
- Measure of success for improvements
- Required resources to carry out your strategies for improvement

Each role play will be conducted at the boardroom area of **Quality Hospitality Adelaide**.