



QUALITY HOSPITALITY  
ADELAIDE CATERING

# Negotiating for Action Plan Variations

You must negotiate the Action Plan you developed in the Monitoring Sheet template from Part 3 Task 1.

To complete this task, you need to set up two (2) separate role-playing scenarios with two (2) groups of volunteers who will play members of two (2) work teams at **Quality Hospitality Adelaide**. These volunteers must be the same volunteers as the ones you had a meeting with for Part 1 Task 5.

The members of Group 1 will play the roles of the following characters from **Quality Hospitality's** Morning Team:

- Chantelle Post (2IC and Supervisor) – Supervises and manages the Morning Team
- Alex Hardy (Barista) – Specialises in coffee and drink making
- Nate Barns (Customer Service) – Provides high calibre customer service and liaises between the customers and the kitchen/barista. Serves food and drink to customers.

The members of Group 2 will play the roles of the following characters from **Quality Hospitality's** Evening Team:

- Dane Brookes (Events co-ordinator and Restaurant Manager) – Runs all events and manages the Evening Team
- Sadie Myers (Bartender) – Supervises bar and is a cocktail expert
- Sydney Williams (Service and Customer Service) – Provides high calibre customer service and liaises between the customers and the kitchen/bartender. Serves food and drink to customers.

Use the Negotiating for Action Plan Variations Character Brief document to assist you and your volunteers in completing the roleplay activities for this task.

- Make sure to document each of your simulated consultations with your groups of volunteers in video recording.
- Submit the video recordings to your assessor in lieu of the Meeting Minutes from the Workplace Pathway Assessment