



QUALITY HOSPITALITY
ADELAIDE CATERING

Negotiating for Action Plan Variations Character Brief

Instructions to the Learner

Use this document to assist you and your two (2) different groups of volunteers in completing the two (2) separate role play activities for this task. Discuss first the scenario from the Case Study Overview to each group of your volunteers, and the instructions below before commencing with each respective role play activity.

You are to play the role of the Events Co-ordinator and Manager of **Quality Hospitality Adelaide**. You currently manage the team in Adelaide, maintaining **Quality Hospitality** standards and achieve other agreed objectives. You are also responsible for purchasing, maintaining the restaurant, rostering and managing all events.

You must read through the Monitoring Sheet document you completed in Part 3 Task 1 before each role play activity.

Explain and negotiate with each of the two (2) groups of volunteers one (1) of the two (2) distinct sets of Action items outlined in the Monitoring Sheet. Each separate team must discuss and negotiate with you the respective details of each individual set of Action items.

For your meeting with Group 1 of your volunteers, present the action items you developed for the first area of underperformance:

- Action items
- Timelines
- Recommendations for change

For your meeting with Group 2 of your volunteers, present the action items you developed for the second area of underperformance:

- Action items
- Timelines
- Recommendations for change

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

Scenario - Meeting with Group One

- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain the set of action items they developed to address the first area of underperformance identified in the Monitoring Sheet.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain the timeframe they developed to deliver the set of action items they presented.
- Casual Employee 1 will ask the the Events Co-ordinator and Manager about how they came up with the set of Action items they developed.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain how they came up with the set of action items they developed.
- Casual Employee 2 will ask the Events Co-ordinator and Manager about how they came up with the timeframe they developed to deliver the set of action items they presented.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain how they came up the timeframe they developed to deliver the set of action items they presented.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will ask the members of the Morning Team for any suggestions and recommendations about the action items they presented.
- Team Leader 1 will recommend that the Events Co-ordinator and Manager of **Quality Hospitality Adelaide** should just abandon the changes that they have already made and just put back everything to the way it was in order to avoid any further problems.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain that they can no longer put everything back to the way it was because this will cause the company to lose all the money that it has already invested.
- Satisfied with the Events Co-ordinator and Manager's answers, the Morning Team will agree to go ahead with the details of the action items that were presented to them.

Instructions to the Volunteers

You are to assume the roles as listed below. Each role will express their thoughts and ideas about the set of Action Items presented by the Events Co-ordinator and Manager of *Quality Hospitality Adelaide* (played by the learner).

Team Leader 1

It is your job to run events and to lead ***Quality Hospitality Adelaide's*** Morning Team of Customer Service Attendants. You will recommend to the Events Co-ordinator and Manager that the recent changes that they have made to the restaurant and function venue operations should just be abandoned. You believe that everything was better back when these changes have not yet been implemented. You will eventually agree to go ahead with the details of the action items that the Events Co-ordinator and Manager presented after they explain to you that the company will lose all of the money that it has already invested if it abandoned the changes that have already been made to its operations.

Casual Employee 1

It is your job to advise and consult with customers regarding their event needs and requirements. You will ask the Events Co-ordinator and Manager about how they came up with the set of action items they presented. You will agree to go ahead with the action items that the Events Co-ordinator and Manager presented after they are able answer all the questions asked by the members of the Morning Team.

Casual Employee 2

It is your job to provide high calibre customer service to customers of ***Quality Hospitality Adelaide***. You will ask the Events Co-ordinator and Manager about how they came up with the time frame they developed for delivering the set of action items they presented. You will agree to go ahead with the action items that the Events Co-ordinator and Manager presented after your Team Leader agrees to them first.

To commence the role play:

- Set up your video camera or video recording device.
- State your name and the subject for which you are being assessed.

Scenario - Meeting with Group Two

- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain the set of action items they developed to address the second area of underperformance identified in the Monitoring Sheet.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain the timeframe they developed to deliver the set of action items they presented.
- Casual Employee 3 will ask the Events Co-ordinator and Manager about how they came up with the set of action items they developed.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain how they came up with the set of action items they developed.
- Casual Employee 4 will ask the Events Co-ordinator and Manager about how they came up with the timeframe they developed to deliver the set of action items they presented.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain how they came up with the timeframe they developed to deliver the set of action items they presented.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will ask the members of the Evening Team for any suggestions and recommendations about the action items they presented.
- Team Leader 2 will recommend that the Events Co-ordinator and Manager of **Quality Hospitality Adelaide** should just ask the Corporate Head Office for more money so that the restaurant and function venues can address all of its problems.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain that they can no longer ask for more money from the Corporate Head Office because its funds are too stretched at the moment from other investments.
- Satisfied with the Events Co-ordinator and Manager's answers, the Evening Team will agree to go ahead with the details of the action items that were presented to them.

Instructions to the Volunteers

You are to assume the roles as listed below. Each role will express their thoughts and ideas about the set of action items presented by the Events Co-ordinator and Manager of ***Quality Hospitality Adelaide*** (played by the learner).

Team Leader 2

It is your job to run events and to lead ***Quality Hospitality Adelaide's*** Evening Team of Customer Service Attendants. You will recommend to the Events Co-ordinator and Manager that they should just ask the Corporate Head Office for more money so that the company can address all of its problems. You will eventually agree to go ahead with the details of the action items that the Events Co-ordinator and Manager presented after they explain to you that they can no longer ask the Corporate Head Office for more money because its funds are currently too stretched at the moment from other investments.

Casual Employee 3

It is your job to advise and consult with customers regarding their event needs and requirements. You will ask the Events Co-ordinator and Manager about how they came up with the set of action items they presented. You will agree to go ahead with the action items that the Events Co-ordinator and Manager presented after they are able answer all the questions asked by the members of the Evening Team.

Casual Employee 4

It is your job to provide high calibre customer service to customers of ***Quality Hospitality Adelaide***. You will agree to go ahead with the action items that the Events Co-ordinator and Manager presented after they are able answer all the questions asked by the members of the Evening Team.

To commence the role play:

- Set up your video camera or video recording device.
- State your name and the subject for which you are being assessed.