



QUALITY HOSPITALITY
ADELAIDE CATERING

Development Consultation Character Brief

Instructions to the Learner

Use this document to assist you and your volunteers in completing the role play activity for this task. Discuss first the scenario from the Case Study Overview to your volunteers, and the instructions below before commencing.

You are to play the role of 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 initial draft of the Operational Plan you made in Part 1 Task 3 before the role play activity.

Consult with Dana Perri (Human Resources Manager of **Quality Hospitality Adelaide**), to ask for some feedback or advice about further improvements to your Operational Plan. She will need to provide you with a suggestion for making your Operational Plan better.

For your consultation, present the following information about your Operational Plan to Dana Perri (Human Resources Manager of **Quality Hospitality Adelaide**):

- The key performance indicators that will be used to show how effectively your organisation is achieving its objectives
- The potential problems that your organisation may encounter when implementing your Operational Plan
- The systems you came up with for dealing with each of the contingencies you identified
- The resources required to carry out your Operational Plan
- The processes you came up with for monitoring the implementation of your Operational Plan

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

Instructions to the Volunteer

You are to assume the roles as listed below. You will give advice to the Events Co-ordinator and Manager of ***Quality Hospitality Adelaide*** (played by the learner) about further improving their Operational Plan.

Human Resources Manager of ***Quality Hospitality Adelaide***

You have a lot of significant experience about the administrative operations of ***Quality Hospitality Adelaide***. You believe that the Operational Plan of the Events Co-ordinator and Manager of ***Quality Hospitality Adelaide*** is very good. That being said, your advice for them to subsequently explain and negotiate the plan to the Morning Team and Evening Team of ***Quality Hospitality Adelaide*** so that it can be properly applied and implemented. Clarify that Dana approves.

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.