



QUALITY HOSPITALITY  
ADELAIDE CATERING

# Explaining the Operational Plan Strategies to Work Teams 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 each role play activity.

You are to play the role of the Events Co-ordinator and Restaurant Manager for **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 final approved version of the Operational Plan you developed in Part 1 Task 4 before each role play activity.

Explain and negotiate with each of the two (2) groups of volunteers one (1) of the distinct strategies outlined in your Operational Plan. Each team must discuss and negotiate with you the details of implementing the respective strategy you explained.

For your meeting with Group 1 of your volunteers, present the following information about the first strategy outlined in the final approved version of your Operational Plan:

- Objective
- Action items
- Expected outcome

For your meeting with Group 2 of your volunteers, present the following information about the second strategy outlined in the final approved version of your Operational Plan:

- Objective
- Action items
- Expected outcome

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 details of their Operational Plan.
- Casual Employee 1 will immediately agree with the details outlined in the Events Co-ordinator and Manager's Operational Plan.
- The Team Leader will disagree with the details outlined in the Events Co-ordinator and Manager's Operational Plan because they believe that it would bring too much additional work for the team.
- Casual Employee 2 will support and back up their Team Leader.
- The Events Co-ordinator and Manager of **Quality Hospitality Adelaide** will explain that the Morning Team will be given additional support if the implementation of their plan brings in more work than the team can handle.
- The Morning Team will agree with the details of the Events Co-ordinator and Manager's Operational Plan.

## **Instructions to the Volunteers**

You are to assume the roles as listed below. Each role will express their thoughts and ideas about the Operational Plan of the Events Co-ordinator and Restaurant Manager (played by the learner).

### **Team Leader 1**

It is your job to create an event and to lead **Quality Hospitality Adelaide's** Morning Team of casual employees. You will initially disagree with the details outlined in the Events Co-ordinator and Manager's Operational Plan because you believe that you and your team may not be able to handle the additional work that it will bring to the venue.

### **Casual Employee 1**

It is your job to advise and consult with customers regarding their event needs and requirements. You will immediately agree with the details outlined in the Events Co-ordinator and Manager's Operational Plan.

### **Casual Employee 2**

It is your job to provide high calibre customer service to customers of **Quality Hospitality Adelaide**. You don't really have an opinion with regards to the Events Co-ordinator and Manager's Operational Plan. You just go along and support whatever your Team Leader says and suggests.

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 details of their Operational Plan.
- Team Leader 2 will disagree with the details outlined in the Events Co-ordinator and Manager's Operational Plan because they believe that their team must get a raise first before any more people are hired or any more events are introduced.
- Casual Employee 3 will just stay quiet during the entire meeting.
- Casual Employee 4 will say that they think the details of the Events Co-ordinator and Manager's Operational Plan are good but that they also agree with the argument of their Team Leader.
- The Events Co-ordinator and Manager of ***Quality Hospitality Adelaide*** will explain that the members of the Evening Team might soon get higher wages if the implementation of the Operational Plan turns out to be successful.
- The Evening Team will agree with the details of the Events Co-ordinator and Manager's Operational Plan.

## **Instructions to the Volunteers**

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

### **Team Leader 2**

It is your job to create an event and to lead ***Quality Hospitality Adelaide's*** Evening Team of casual employees. You will initially disagree with the details outlined in the Events Co-ordinator and Manager's Operational Plan because you believe that you and your team must get a raise first before any more people are hired or any more events are introduced. That said, you will eventually agree with the plan after the Events Co-ordinator and Manager explains that you and your team might soon get higher wages if the implementation of the Operational Plan turns out to be successful.

### **Casual Employee 3**

It is your job to advise and consult with customers regarding their event needs and requirements. You agree with the details outlined in the Events Co-ordinator and Manager's Operational Plan but you don't want to risk your Team Leader getting mad at you. You just stay quiet during the meeting.

### **Casual Employee 4**

It is your job to provide high calibre customer service to customers of ***Quality Hospitality Adelaide***. You are ambivalent towards the details outlined in the Events Co-ordinator and Manager's Operational Plan. On one hand, you think that the plan is good. On the other hand, you also agree with the argument of your Team Leader about your salary. You will eventually agree to the Events Co-ordinator and Manager's Operational Plan after they explain that you and your team might soon get higher wages if the implementation of the plan turns out to be successful.

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.