

Flight Food Ltd.
Size Medium
Group Presentation

Ainur Seit- 2512056
Fatema Mohammad Dawod-
2443254
Awa kone - 2510836



IMPACT OF COMMUNICATION BARRIER

- STRESS AND FRUSTRATION ON GARY THE MANAGER
 - CONFUSION AND MISUNDERSTANDING ON THE WORKERS
 - FOOD SAFETY ERRORS THAT EFFECT PRODUCTION
 - AFFECT COMPANY GOALS AND REPUTATION
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- ACCORDING TO MADERA ET AL 2014 HOSPITALITY MANAGERS OFTEN FACE COMUNICATION DIFFICULTIES WITH EMPLOYEES WHO HAVE LIMITED ENGLISH SKILLS, LEADING TO FRUSTRATION AND STRESS. YET RESEARCH RARELY EXPLORES HOW THESE CHALLENGES AFFECT MANAGERS
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- **AWA**

THE PROBLEM

- GARY IS FULLY ENGLISH LEADING TO SOME LANGUAGE BARRIER
- FACTORYAND MOSTLY SPEAK THEIR LANGUAGE
- FOOD SAFETY SIGNAGE IS WRITTEN IN ENGLISH
- THE LANGUAGE BARRIER CAUSES MISCOMMUNICATIONS
- THIS LEADS TO MISUNDERSTANDINGS AND MISTAKES DURING FOOD PREPARATION

- **AWA**



MODEL OF COMMUNICATION

SENDER ----- ENCODING----- CHANNEL----- DECODING ----- RECEIVER

SENDER- RULES SAFETY AND HYGEINE DEFINED

ENCODING- TRANSLATE INSTRUCTIONS

CHANNEL- MISUNDERSTANDINGS BY WORKERS

DECODING- COMMUNICATION MISSING BY LANGUAGE BARRIER

RECEIVER- RULES NOT EXECUTED CLEARLY

AWA

SOLUTIONS

- DESIGNED QUIET AREA FOR GOOD COMUNICATION
- BASIC ENGLISH TRAINING
- USE EXPRESSIVE AND VISUAL SIGNS
- PROMOTES TEAMWORK AND RESPECT

- CONCLUSION

COMMUNICATION BARRIER CONTRIBUTE TO POOR OPERATIONAL PERFORMANCE

FOOD SAFETY ISSUES AND EFFECTIVE COMMUNICATION STRATEGIES AND PROPER TRAINING NEEDED

IMPROVE STANDARD AND REGAIN CUSTOMERS' TRUST

AWA

Cultural Barriers in the Workplace



The Problem :

- *Workers come from 5 different cultural backgrounds*
- *Different understanding of food hygiene rules*
- *Different habits and practices in food preparation*
- *Misunderstanding of company standards*
- *Poor handling of food (e.g. meat in vegetarian meals)*
- *Lack of awareness of UK food safety standards*

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The Role of Emotion in Workplace Communication

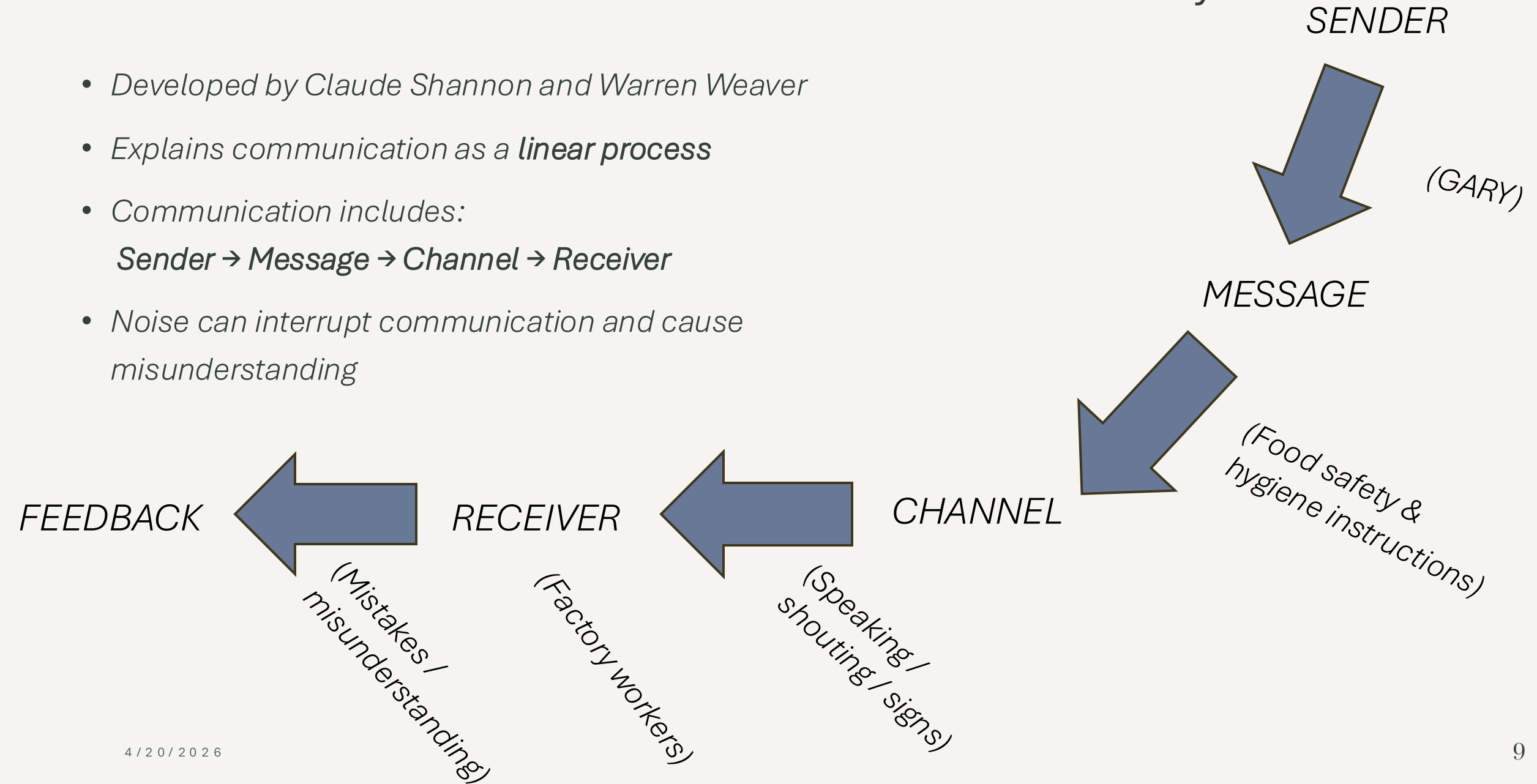
Lack of proper training before starting work. Language and communication barriers between staff and manager. No standard working system for food hygiene. Poor supervision and control in the factory. Different cultural backgrounds affecting understanding of instructions.

*Workers speak different languages with limited English.
Instructions are misunderstood or ignored.
Reliance on signs is not effective.
No clear communication system in place.
Miscommunication leads to serious food safety mistakes.*

AINUR

Shannon & Weaver Communication Theory

- Developed by Claude Shannon and Warren Weaver
- Explains communication as a **linear process**
- Communication includes:
Sender → Message → Channel → Receiver
- Noise can interrupt communication and cause misunderstanding



SOLUTION

- **Solutions:**
- Provide mandatory food hygiene training before staff start work.
- Improve communication using simple English and visual instructions.
- Use bilingual supervisors or translators to reduce language barriers.
- Introduce clear written procedures instead of relying on shouting.
- Strengthen supervision and regular checks in the workplace.
- Maintain and upgrade old machinery to improve safety and efficiency.

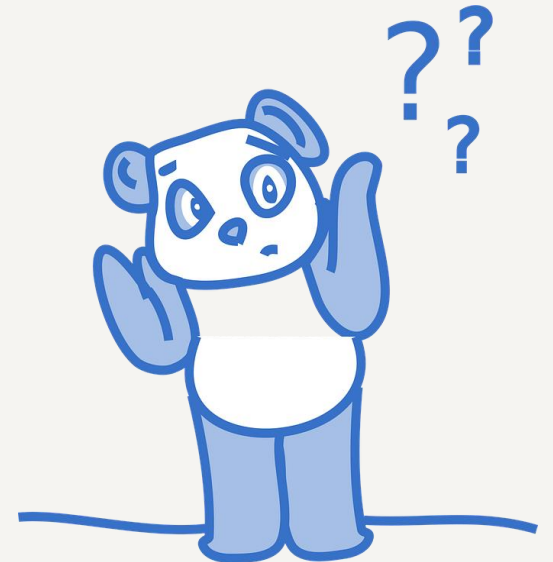


Workplace Issues

- Fatema Mohammad Dawod

- NO FORMAL TRAINING
- LANGUAGE BARRIERS
- NOSIY ENVIRONMENT
- OLD MACHINERY
- POOR SUPERVISION

These operational issues create confusion and make it difficult for workers to perform tasks correctly, increasing the likelihood of mistakes



Emotional barriers

- Fatema mohammad dawod

- STRESS AND FRUSTRATION

- Poor communication
- Lack of trust
- Low motivation
- Cultural differences

EXAMPLES OF THIS

- Gary overwhelmed
- Workers confused
- Hygiene rules ignored
- Spoiled chicken incident

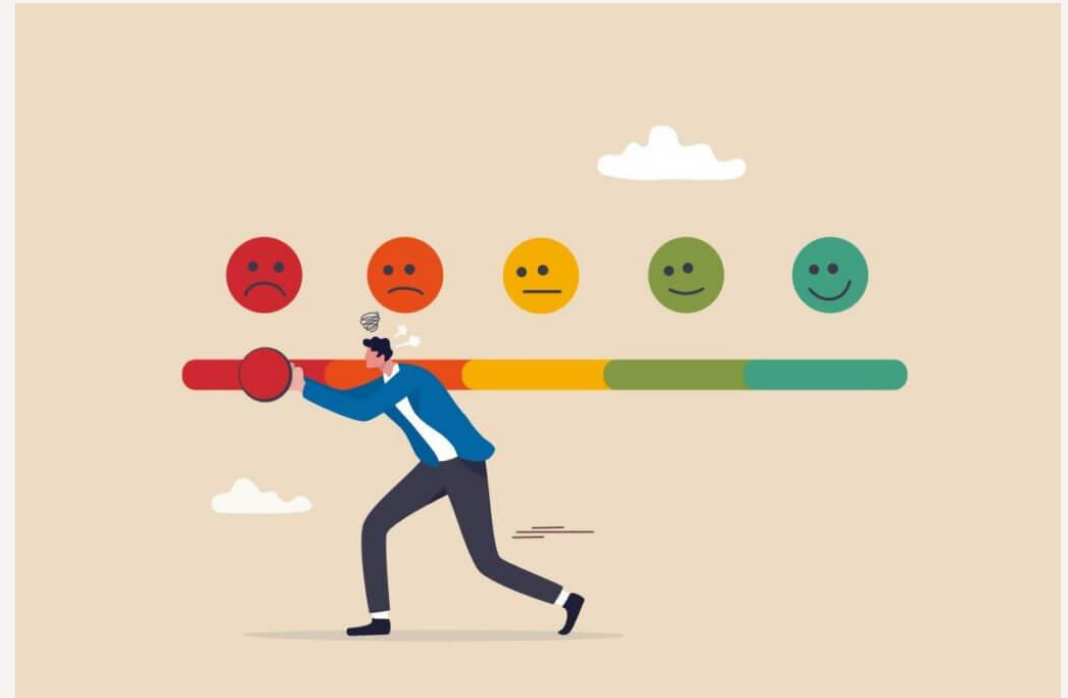


Emotional barriers 🤔

- Fatema Mohammad Dawod

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- Declining market share
- Poor food quality
- Customer complaints:
 - 🤔 Undercooked food
 - 🤔 Poor Packaging
 - 🤔 Meat in vegetarian meals



Conclusion

- Conclusion:
- The main issue is **poor communication and lack of training.**
- Language and cultural differences increase misunderstandings.
- This leads to **food safety problems and loss of customers.**
- Improving communication and management systems will improve quality and performance.

