



Communication at flight foods Ltd

**LCLM4003-EFFECTIVE
TEAMWORK AND
COMMUNICATION**

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PRESENTATION OVERVIEW



- Company background



- Identified communication barriers



- Relevant communication theories



- affected operations & Recommendations



- Conclusion



- References



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Contents

- Company background
- Core problems
- Environmental noise
- Production a& employees
- Language &communication barriers
- Generational differences/ age
- Cultural differences
- Emotional barriers
- Solutions to reduce barriers
- Conclusion
- References

Background

Flight foods limited is a medium sized manufacturer working within the ready-made meals for airlines market.

The company aims to increase its presents in the highly competitive airline catering industry.

Core problems

Despite efforts to grow, flights foods has been in a steep decline due to repeated complaints from carriers. regularly heard complaints include.

- Undercooked food
- Poor packaging quality
- Meat found in vegetarian meals
- A general inconsistency in food quality

these issue's display a serious communication breakdown leading to serious operational failures within the core of the organisation.



Environmental noise

Issue:

- Old machinery creates constant noise
- Verbal instructions are unclear or unheard

Shannon & Weaver model

- “noise” disrupts message transmissions.
 - Message sent - message received

Solutions

- Reduce reliance on verbal communication
- Replacing all machinery with modern equipment



Production & employees

Our consultation identified the following problems within the production environment:

- Although the factory floor is well lit and ventilated the machinery is of an older generation and is extremely noisy by modern standards.
 - Workforce of 40 employees 16-60 with 5 distinct cultures.
 - Very few workers speak English fluently.
- New staff receive no induction or training due to management prioritizing labour over on boarding.
- This creates high risk environments for miscommunication leading hygiene lapses and errors in production.



Language & Communication barriers

Issue:

- Staff speak multiple languages
- Limited English speak proficiency
- Miscommunication of hygiene instructions

Schramm's model

- Communication requires shared meaning.
- Without shared language distorted interpretation is commonplace.

Solution:

Multilingual signage

Pictorial SOPs

Peer interpreters and a buddy system



generational differences/ Age

Issue:

- Older staff comprehend instructions better
 - Younger staff misinterpret or ignore instructions

Berlo's SMCR model

- receivers experience affects message decoding
 - Younger staff lack experience and misinterpret tasks

Solutions

- Mentoring: older staff guiding younger staff
 - Age balanced training groups
 - Clear step by step task sheets

Cultural differences

Issue:

- Different hygiene norms
- Different expectations of workplace behaviour

Berlo's “culture” factors

- Cultural background shapes how messages are interpreted.

Solutions:

- Cultural awareness training
- Standardised hygiene rules for all
- Demonstration-based training



Emotional barriers

Issue:

Floor manager is stressed, tired and frustrated

Emotional strain reduces clarity and patience

Staff feel criticised which reduces motivation

Shannon & weaver “psychological noise”

Emotions distort message clarity

Solutions:

Calm ,consistent communication tone

Structured shift planning

Reduce overtime fatigue



Solutions to reduce barriers

Training solutions

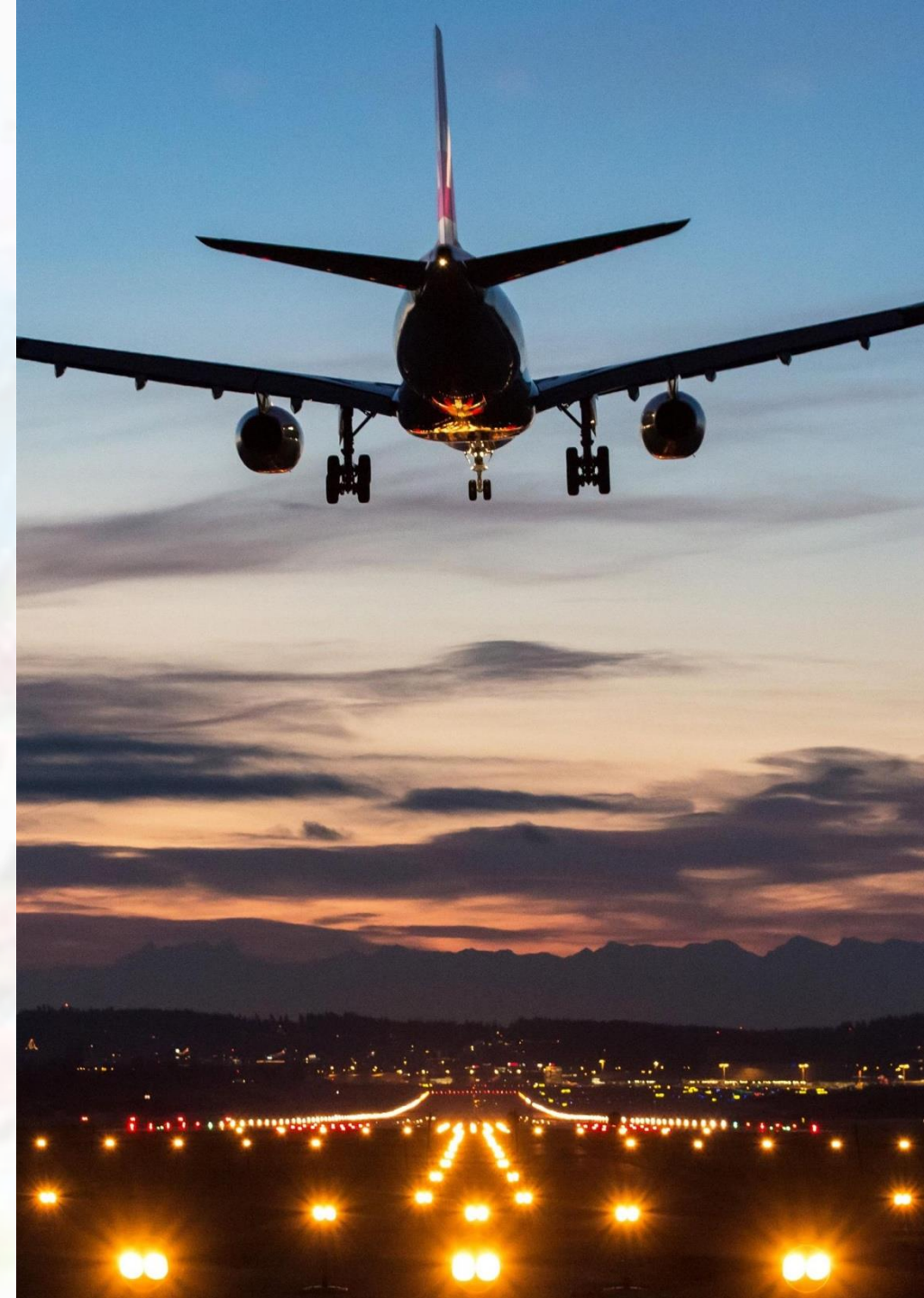
- Mandatory food hygiene induction/training
 - Demonstration based learning
 - Multilingual training material's

communication solutions

- Pictorial SOP's(standard operating procedure) at workstations
 - Daily briefing + handover checklist
 - Buddy system for language support

Operational solutions

- Clear accountability for shift tasks
- Upgrade machinery to reduce noise pollution
- Installation of digital temperature monitoring



conclusion



- Flight foods issues stem from **communication failures and weak hygiene processes**
- Theories explain why staff misunderstood instructions
- Solutions improve clarity, safety and consistency
- Implementing these changes will help regain the trust of clients and improve market share

References



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