



Communication problems at Flight Foods Ltd group presentation

MODULE NAME: EFFECTIVE TEAMWORK AND
COMMUNICATION

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LECTURE NAME: KONSTANTINA MARI

STUDENT NAME: DIANA LEVIT STUDENT NUMBER
2439819

BIANCA-ELENA JARCU STUDENT NUMBER 2440910

GENEZA CONSTANTIN STUDENT NUMBER 2438621

Introduction

Flight Foods Ltd is the company that produces ready meals for airlines. The main problem is incorrect communication at work.

Employees do not understand instructions, language, age, and cultural barriers, and make difficult communication at work.

Also, the manager seems to not recognize organizational, emotional, non-verbal, and cultural barriers which also causes obstacles in the communication with the employees.

We will discuss about these problems, and we will give solutions to improve their communication, teamwork and reach the company's goals.

Noise Barrier-1

First problem is that the manager has difficult communication with the staff due to noise.

Specifically, factory noisy because they are using old machines, and it is can be difficult to hear.

Manager needs to find a quiet place to discuss with the employees.

As an example, I can cite a story from Maria and Pedro about the noise. Maria has called Pedro when he was at work in constructions, she asked to buy a chicken after work and he heard when you come to home I will be in the kitchen.

This is misunderstanding happened because of the noise at work.

Acoustic barriers, also known as sound barriers or noise barriers, are privacy barriers designed to reduce the transmission of sound from one area to another.

To ensure that lines of communication remain open, you'll need to make yourself readily available and accessible to your employees to discuss any issues or concerns. An open-door policy or weekly or monthly team meetings should facilitate this. Let your staff know they matter by maintaining eye contact, smiling, and listening attentively.

An open, positive attitude goes a long way to creating a healthy work environment. Don't shut yourself off or put yourself on a pedestal.

Solution

Therefore, when you talking with someone, specially at work make sure that the place is quiet and everyone in your team can listen clearly.

The Shannon-Weaver Mathematical Mode, 1949

Information Source- create the message

Transmitter(Encoder)-change a signal for message(text, speech)

Channel- the way how you send a signal(for example email, text message, phone)

Noice Source- noise that may interfere with clearly hearing message from the sender

Receiver-receives signal From sender

Destination- the person who receives information and processes.

References

Manager skills. <https://www.prospects.ac.uk/jobs-and-work-experience/job-sectors/business-consulting-and-management/7-skills-for-a-successful-management-career/> (accessed at 7st of December)

Barriers of communication (2021) <https://firstfence.co.uk/blog/what-are-the-different-types-of-acoustic-barriers> (accessed at 7th of December)

Emotional/Psychological barrier

The primary barrier here is the narrator's stress, exhaustion and rush, leading to a complete breakdown in personal and professional standards.

Exhaustion/stress: staying up until 2:00 am and getting up at 6:00 am

Example: forgetting important things about hygiene(haircut, grease under his nails, and dirty uniform) and rushes go to work.

Solution:

Visible and clear standards: repeat hygiene rules (nails, uniform, hair) in order to have a good emotion state he should prepare in advance (Dettol, 2025)

Emotional/psychological barrier

Anger/frustration:he barely made it on time, when he rushed in, he seen chicken pieces on the work tops. The chicken was left out all night. It was sticky and smelly. “I pulled at my hair and screamed” shows an emotional outburst resulting from accumulated stress. High emotional state is a huge barrier to rational communication and effective work (NIH, 2020).

Non-verbal barrier

Appearance: he had a dirty uniform, need for a haircut and grease under fingernails. All of this are a negative non-verbal message about professionalism, commitment and respect for food safety standards.

Solution:

Time management: being punctual, he doesn't need to rush and will not be stressed. He should be more organised, have a good appearance, and give a good example as he is the manager.

References

Dettol 2025, 'What are the 7 types of personal hygiene?' <https://www.dettol.co.za/expert-advice/personal-health-hygiene/personal-hygiene-a-complete-guide/> (accessed: 1 December 2025)

NIH 2020, 'Food insecurity and psychological distress' <https://pmc.ncbi.nlm.nih.gov/articles/PMC7282962/> (accessed: 1 December 2025)