

LCLM4003

Effective Teamwork and Communication

- Flight Foods Ltd is a medium-sized company that manufactures ready-made meals for airlines.
- The company is facing serious issues including:
 - - Poor food standards
 - - Undercooked meals
 - - Incorrect meal packaging (e.g., meat in vegetarian meals)
 - - Poor communication and hygiene practices
- This presentation identifies three communication barriers using key communication models and proposes solutions to improve performance.

• **Student: Mervail Ekanga**
| **ID: 2439658**

Introduction

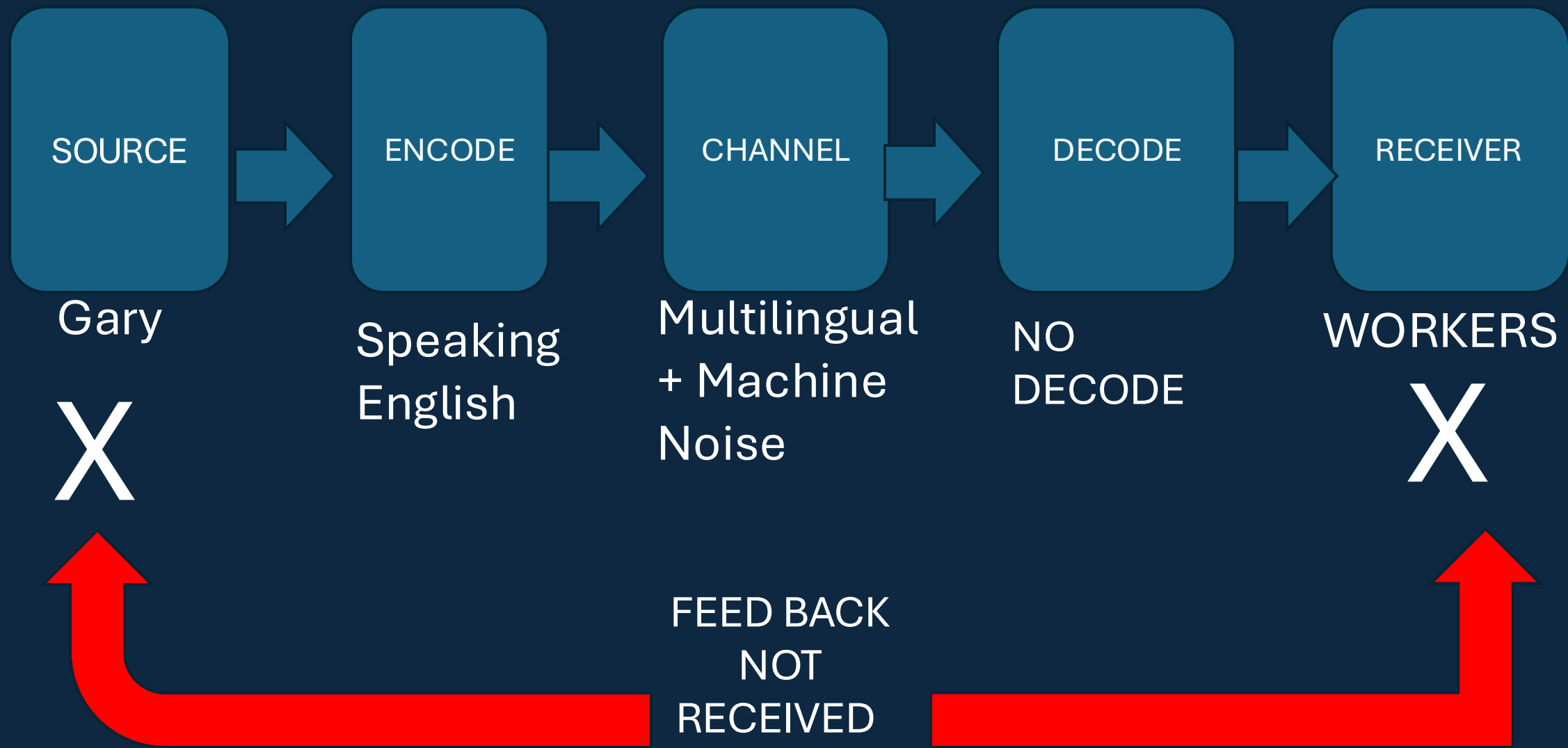
- This company produces ready-made meals for airlines, but recently they've been facing serious problems with food quality and hygiene.
- In this presentation, I'll explain the key communication barriers that are causing these issues, using three well-known communication models.
- I'll also discuss practical solutions that can help Flight Foods improve communication, safety, and overall performance.

Problem 1 + Impact

- Problem – Workers speak different language, so they find it hard to understand Gary
- Impact - Hygiene rules are not being followed properly

Shannon Weaver Model

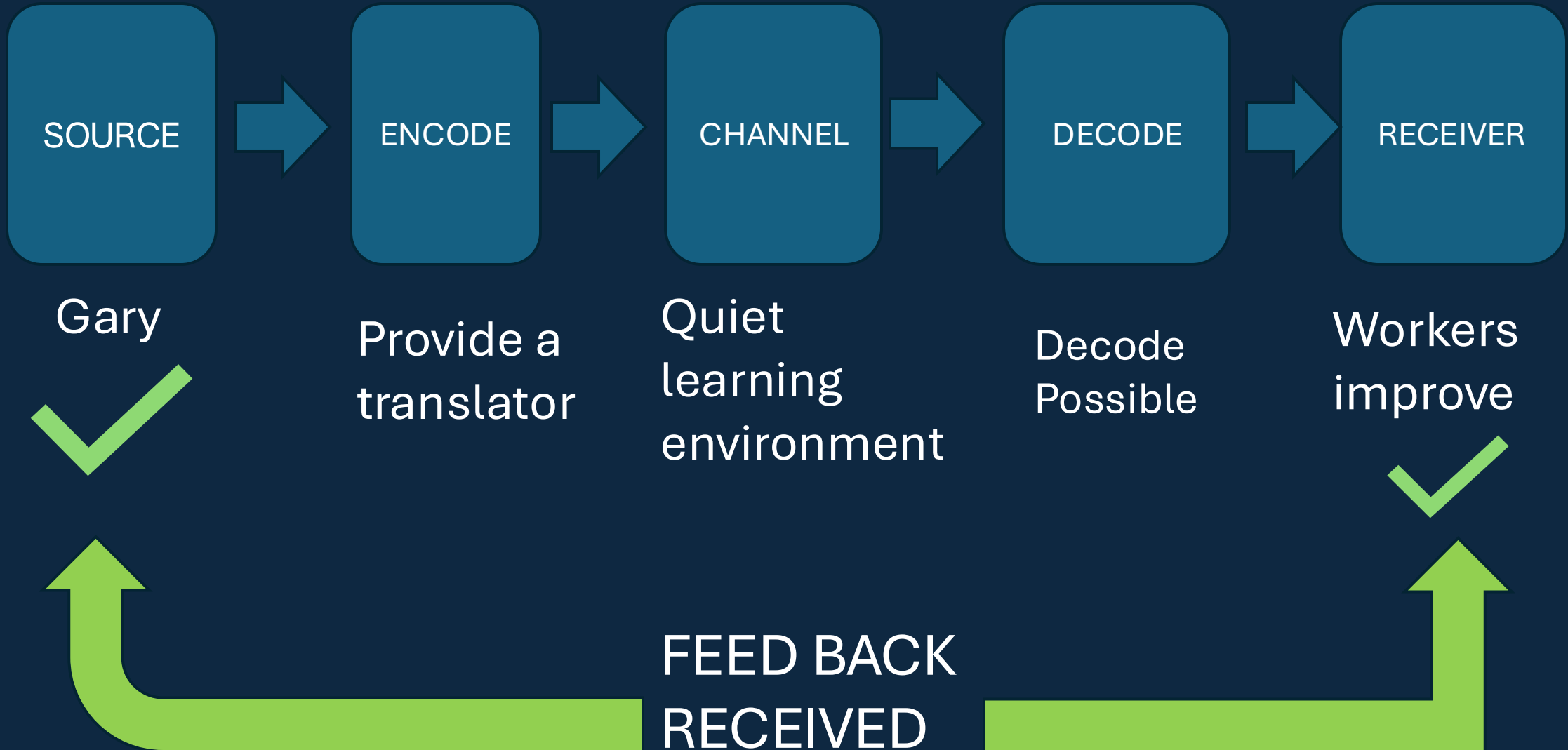
Source (Mervail Ekanga)
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Shannon Weaver Model Solution

Source (Mervail Ekanga)

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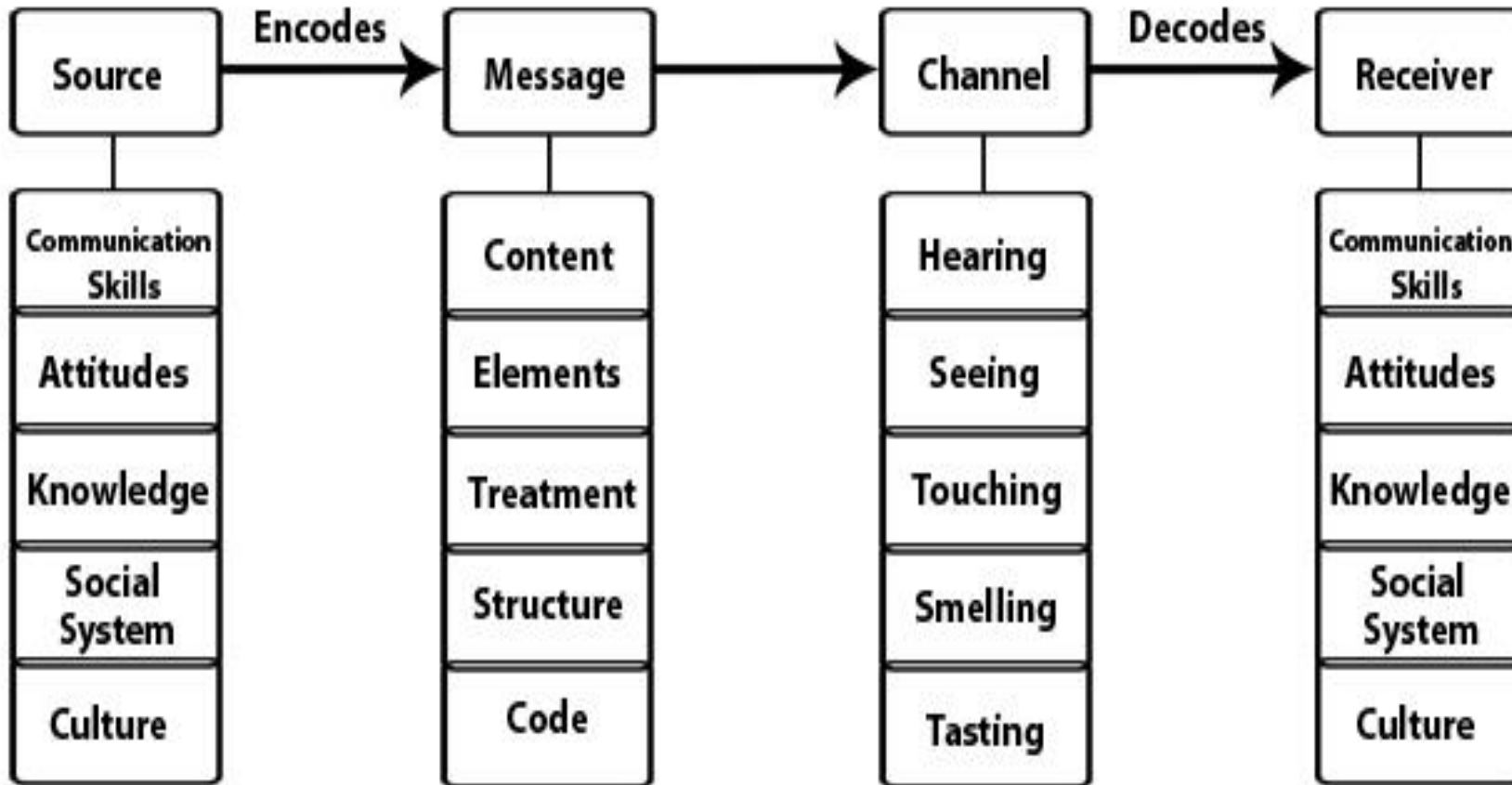


Problem 2 + Impact

- Hygiene standards are not being followed properly
- Signs and instructions are unclear and hard to understand

Berlos's SMCR Model of communication

Problem



(Communication theory, 2010)

Berlo Model – Message Detail Problem

MESSAGE

CONTENT

ELEMENTS

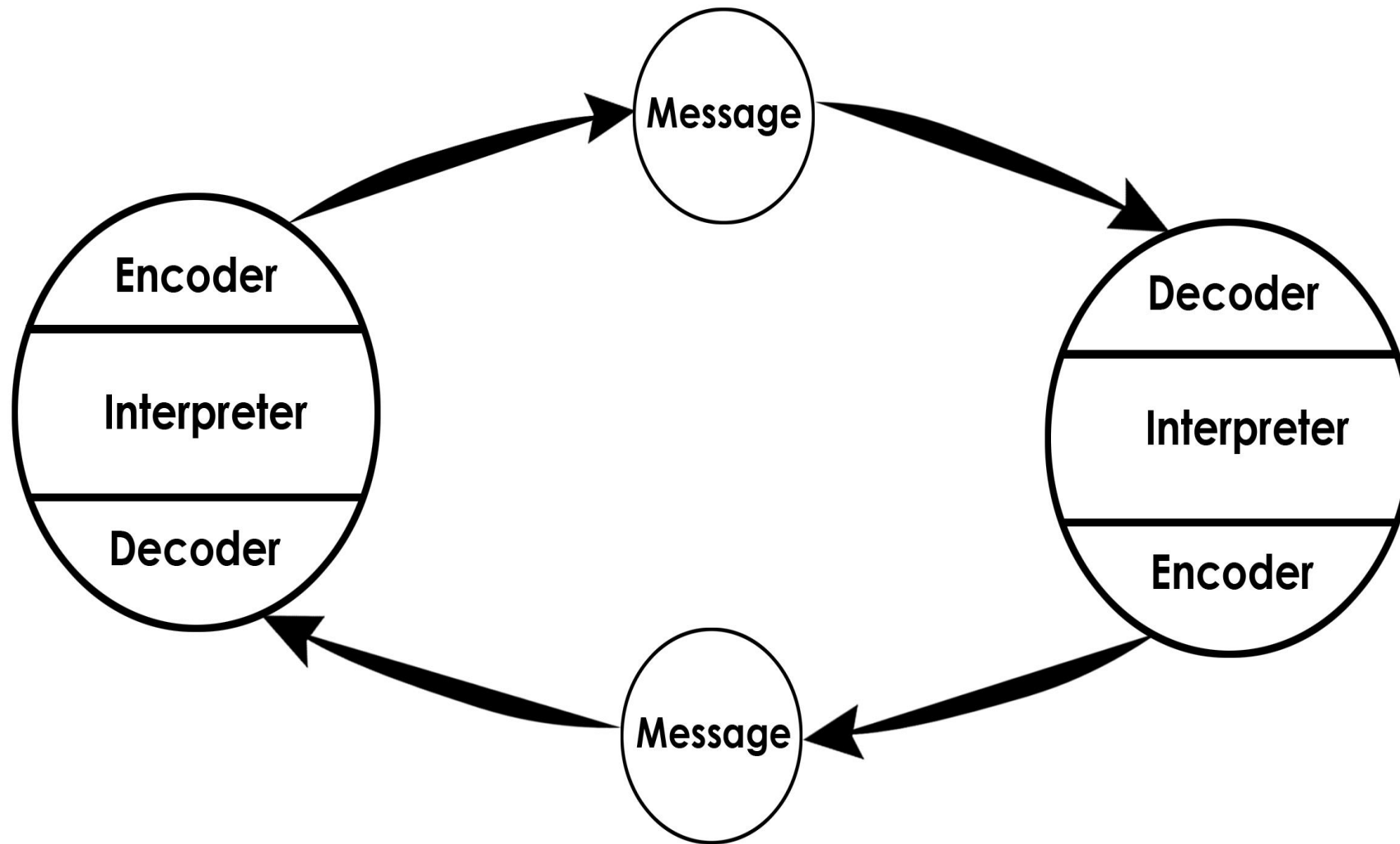
TREATMENT

STRUCTURE

CODE

Written Signs are in English

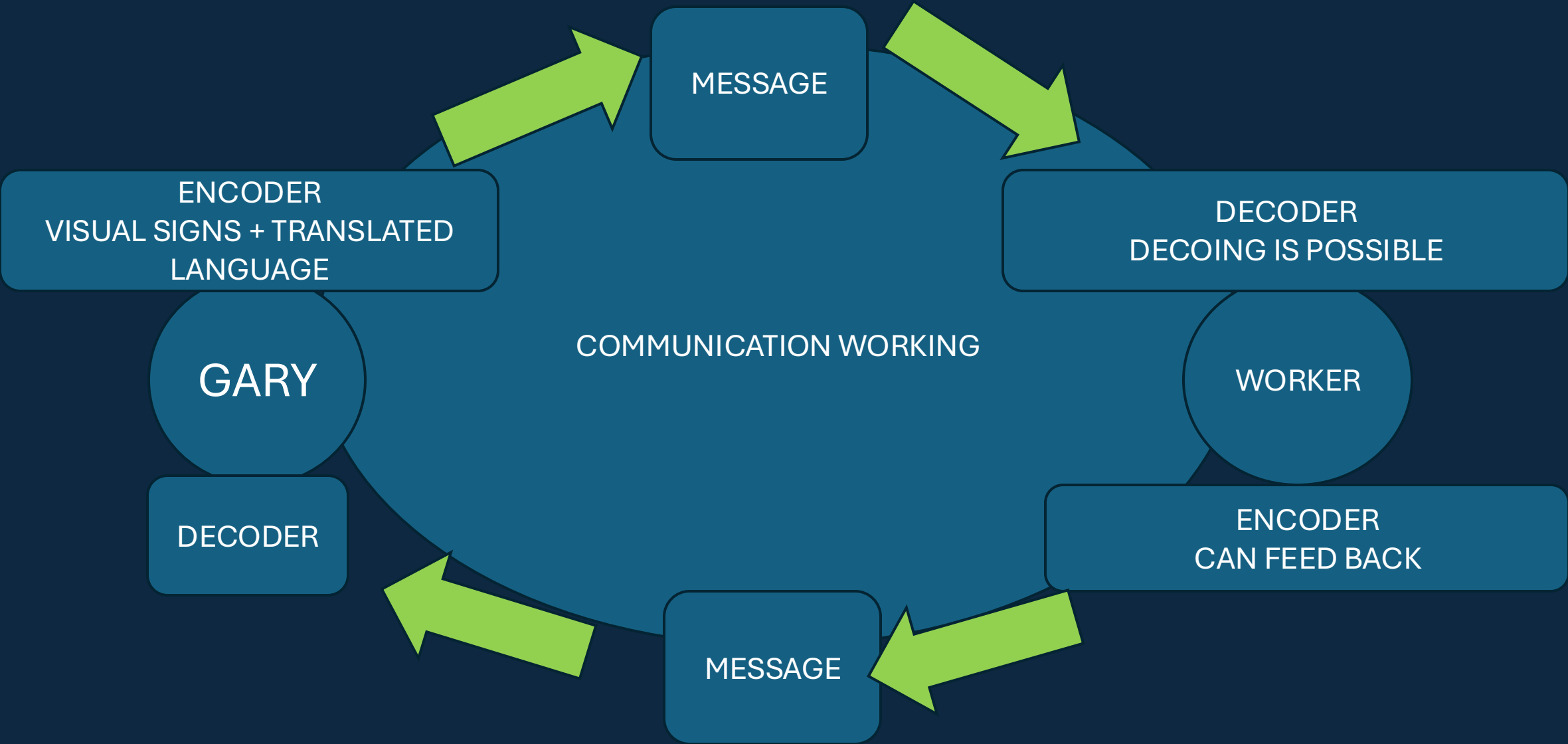
Text is in English



Solution

(Communication Theory, 2009)

Solution



Evidence:

Staff speak different languages and have trouble understanding Gary.

Signs and instructions are unclear or hard to understand.

Model Explanation:

Communication problems are causing confusion.

There's no common understanding between people.

Impact:

Hygiene rules are not being followed properly.

Mistakes are happening during work.

Solutions:

Provide instructions in different languages and use clear pictures on signs.

Have bilingual supervisors to help translate and guide the team.

Reference list

Communication T(2010) *Berlo's SMCR model of communication*. Available at:
<https://communicationtheory.org>

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<https://www.communicationtheory.org/osgood-schramm-model-of-communication/>

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