

LCLM4003 Effective Teamwork and Communication

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Introduction

- Flight Foods Ltd. Has been trying to increase its market share, it has been losing business because of the complaints from many Airlines. While their staff working place seems to be in good conditions the company appears to be facing a different problem.

Communication barriers

- Most of the staff lacks of food hygiene training, and because of the language barrier it seems to be impossible to the manager to communicate with the rest of the team.

Solutions

- Incorporate visual aids
- Use translation tools wisely
- Pair employees for “Buddy system” training
- Provide Hands-on demonstrations
- Develop multilingual Training materials
- Cultural awareness training

Conclusion

- Flight Foods Ltd is facing business loss due to cultural, language problems. While the issue seems hard to manage and has already caused loss to the company there are some solutions that can be applied to save the business and bring it back to the market.

Reference

- Assessment Brief
- AI (to double check its accuracy)