

Module name: Effective Teamwork and Communication

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Assignment: Presentation

Overview

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Introduction

- Explore the difficulties and challenges faces Flight Foods, company making packaged food for airlines.
- Summarises the issues and give solution to the problem.

Overview of the content

- Company: Flight Foods Ltd (medium-size)
- Business: Manufacture and sale ready meals to airlines.
- Issue: Airlines complain about poor standards (undercooked food, packaging issues, vegetarian meals).
- Consultancy Report: Identified communication breakdowns in multicultural and age difference workforce.
- Interview with Gary reveals.

Communication Barriers

- Language differences among staff from 5 cultural groups.
- Age gap caused by generational differences (communication styles, values and experience).
- Lack of formal training in food hygiene and safety.
- Reliance on signs instead of structured training.
- Stressful, noisy, fast-paced work environment.
- Misunderstanding of instructions by younger employees.
- Inconsistent supervisor communication.

Example Highlighting the Barriers

- Staff follow their own routines despite instruction.
- Signs posted but not fully understood.
- Manager sets poor example.
- Mistakes in food handing due to miscommunication.

Solutions

- Implement multilingual training materials.
- Provide professional food hygiene certification training .
- Use visual aids (diagrams, colour-coded processes).
- Introduce team briefings at start of shifts
- Allocate interpreters or team leaders.
- Reduce noise level using layout changes or sound-dempening.

Long-Term Improvements

- Develop a structured onboarding programme.
- Regular supervision and feedback loops.
- Introduce cultural awareness training.
- Encourage staff engagement to build mutual trust.
- Improve management communication style and consistency.

Conclusion

- Flight Food issues stem primarily from communication failures amplified by a multilingual workforce, insufficient training, and a high-pressure environment. Implementing structured training, multilingual resources, improved supervisory communication, and long-term organisational development will strengthen food safety, reduce errors, and improve relationship with airline clients.

References

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