



Flight Foods Ltd.



Chelsea D: 2507810

Theresa : 2431896

Marsela N : 2514769

Anna maria : 2508538



Table of content:



Flight Food
background
(general info,
problems, plan)

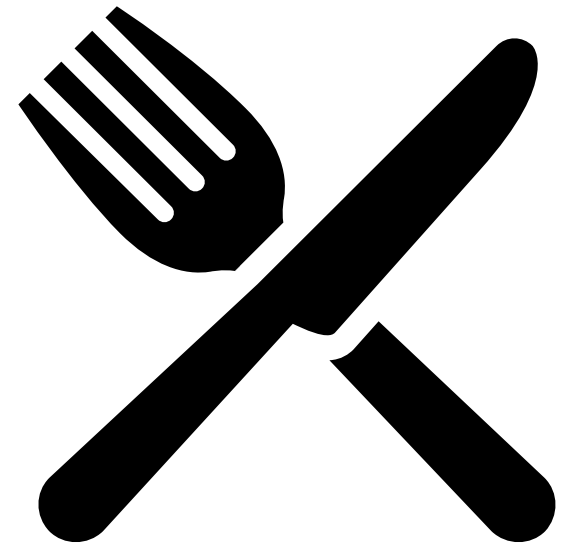
The diagram consists of three light gray rounded rectangular boxes with dark blue borders, arranged horizontally. Each box contains text describing a section of the document. The first box on the left contains 'Flight Food background (general info, problems, plan)'. The middle box contains 'Communication Barriers, Theories, and Solution'. The third box on the right contains 'Conclusion'. A solid blue horizontal line is located at the bottom of the slide.

Communication
Barriers,
Theories, and
Solution

Conclusion

1. About Flight Foods Ltd

- Produces large quantities of meals daily.
- A catering company that prepares meals for airline passengers.
- Works with airlines to meet strict safety and hygiene standards.
- Uses large central kitchens and food production systems



Operations of flight food ltd

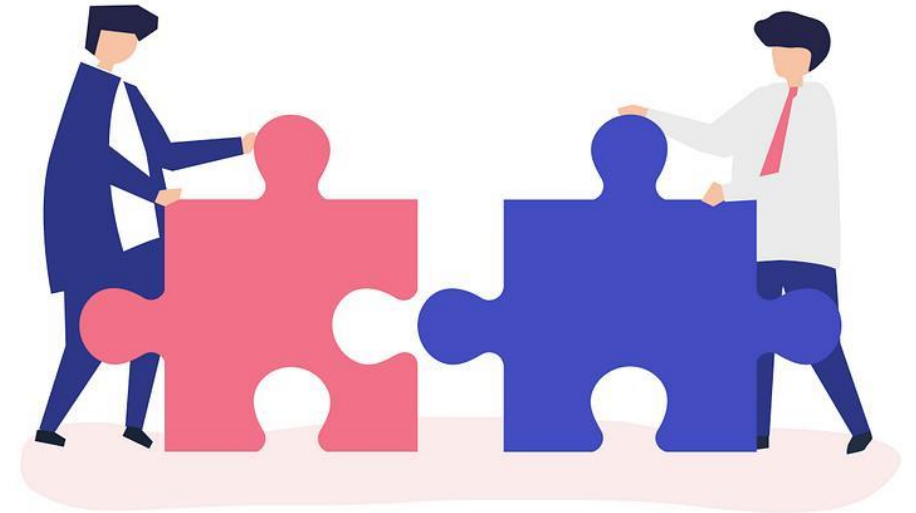
- Menu planning
- Food preparation
- Packaging meals for flights
- Delivery to aircraft





Challenges faced by Flight Food Ltd

- Strict airline schedules
- Food safety and hygiene regulations
- Managing large scale production
- Food waste and cost control
- Logistics and transportation to airports
- Communication





Management and organisation

The company requires...

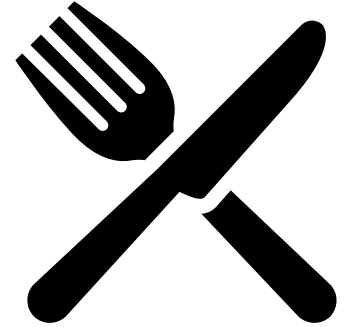
- Operations management
- Supply chain management
- Staff training
- Quality control systems
- Efficient production planning

This ensures meals are prepared quickly, safely and consistently.



Possible improvements flight foods ltd could improve by...

- Reducing food waste
- Enhancing quality control
- Using new and updated technology in food production
- Improving communication between staff and management



2. Communication Barriers

2.1 Environmental

2.2 Language

2.3 Age/Generational

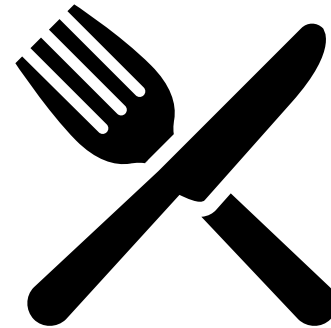
2.4 Cultural

2.5 Emotional

Importance of in-flight food

in-flight food is important because it...

- Improves passenger satisfaction
- Builds customer loyalty
- Enhances airline brand reputation
- Provides better travel experience



Environmental (Presenter: Chelsea)

Busy and crowded factory floor

Impact:

- Supervisors struggled to effectively monitor tasks
- Workers may miss very important instructions
- Increased chance of production errors

Poor communication Environment

Impact:

- Instructions are rushed
- Leads to customer complaints from airlines
- Puts food hygiene safety at risk

(Stephen P. Robbins & Timothy A. Judge, 2017).

(Julia T. Wood, 2016).

Environmental Analysis



2.1

Environmental (Presenter: Chelsea)

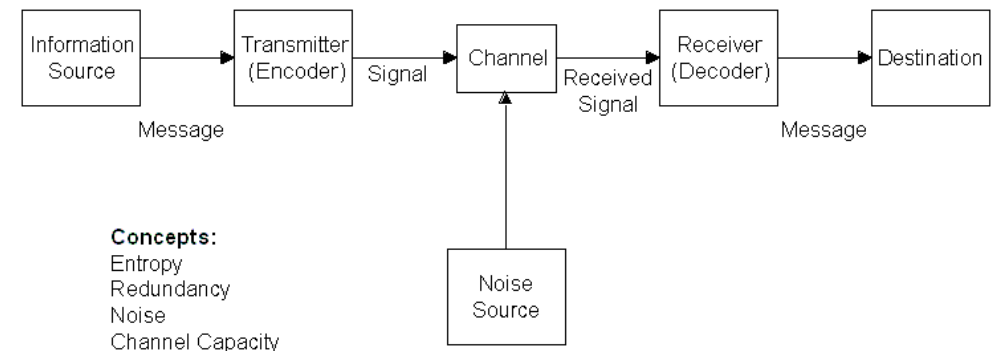
Physical noise in the workplace that affects communication and productivity,

For example: Old noisy machines. This creates a loud working environment where workers may not clearly hear instructions or be able to effectively communicate.

Impact:

- Workers misunderstand instructions
- Communication between staff becomes poor
- Mistakes in food preparation (undercooked food, wrong ingredients & food allergies)

The Shannon-Weaver Mathematical Model, 1949



(Berlo, 1960;Shannon and Weaver,1949) .

Solution

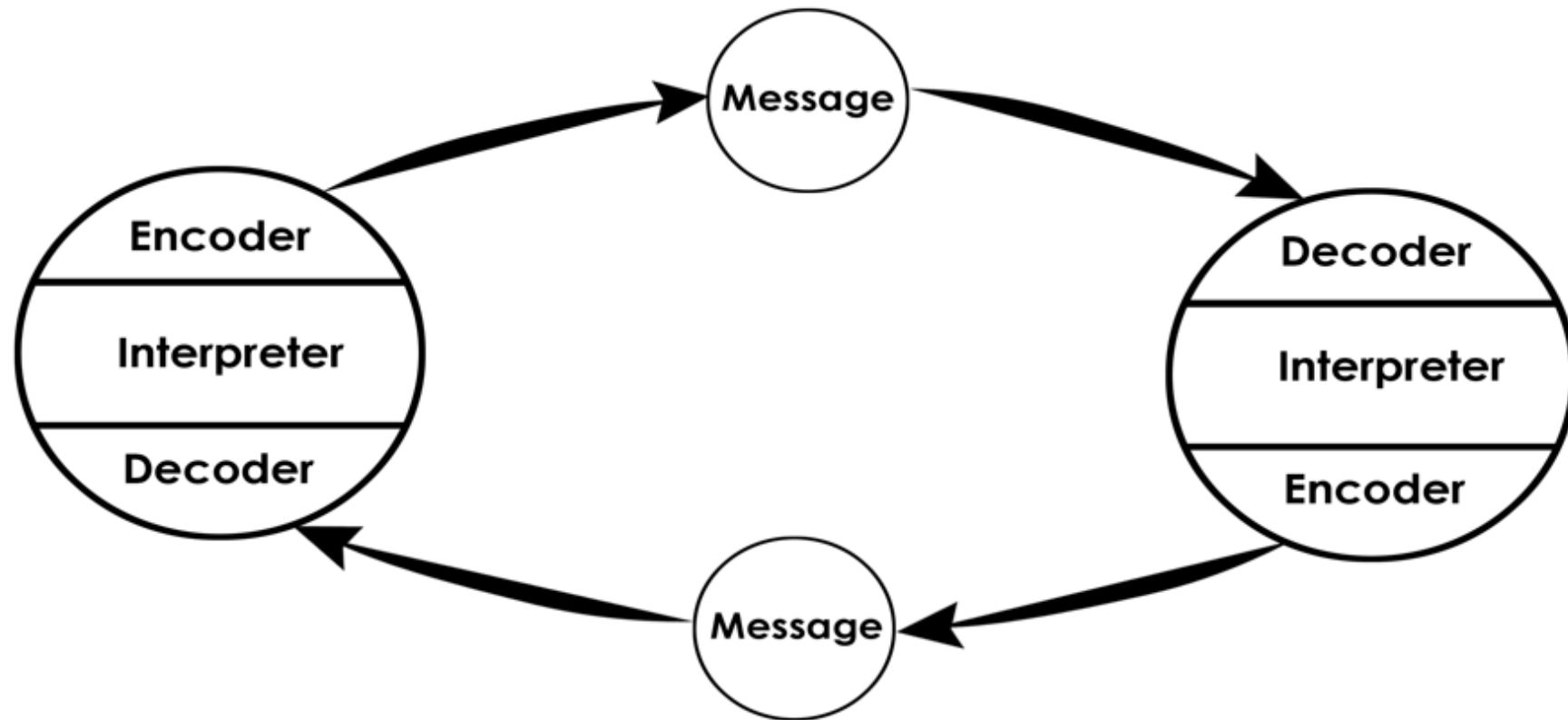
- Replace or maintain old machinery to reduce noise level
- Provide noise reducing equipment such as ear protection with communication headsets
- Create quieter areas where managers can give instructions
- Use visual signs, posters and instructions showing food hygiene rules
- Hold a short team meeting before shift starts.

2.2 Language ,communication and body language Barriers (Presenter: Marcella).

- Workers come from 5 different countries
- Many workers speak little English .
- Workers often speak their own language .
- Gary (the manager) struggles to explain tasks clearly
- Workers sometimes misunderstand instructions
- This can cause food safety problems



SCHRAMM'S INTERACTIVE MODEL



(presenter: Marcella)

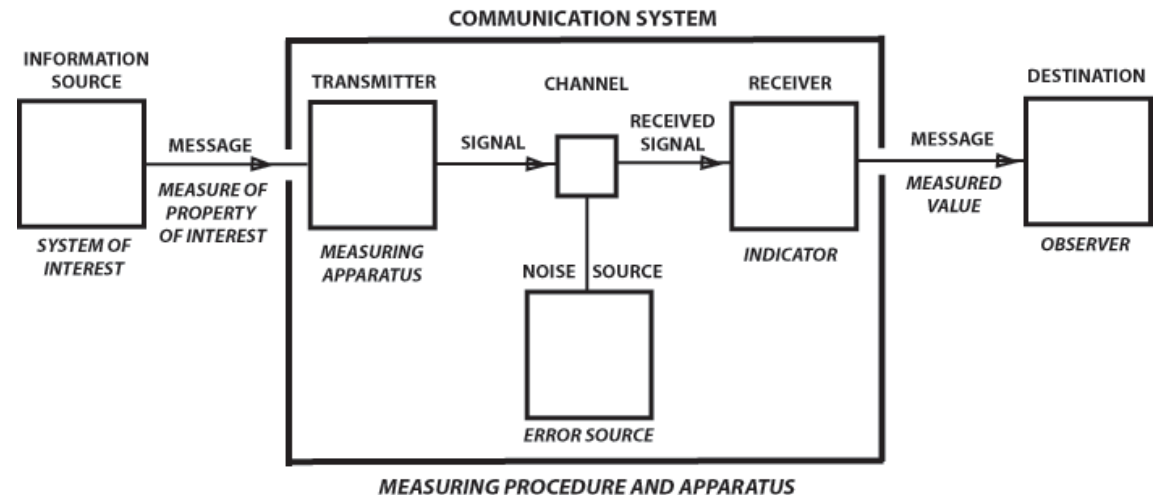
Solutions: to improve Communication



- Provide food hygiene and training
- Use visual signs and pictures .
- Provide basic English training .
- Use simple instructions .
- Encourage better teamwork . (Berlo, 1960;Shannon and Weaver,1949)

Communication Theory

- Shannon – Weaver Model of Communication
- Sender : Gary (manager)
- Message : Food safety instructions .
- Channel : Speaking in the factory .
- Noise : Language differences and misunderstanding.
- Receiver : Workers (Shannon and Weaver, 1949)

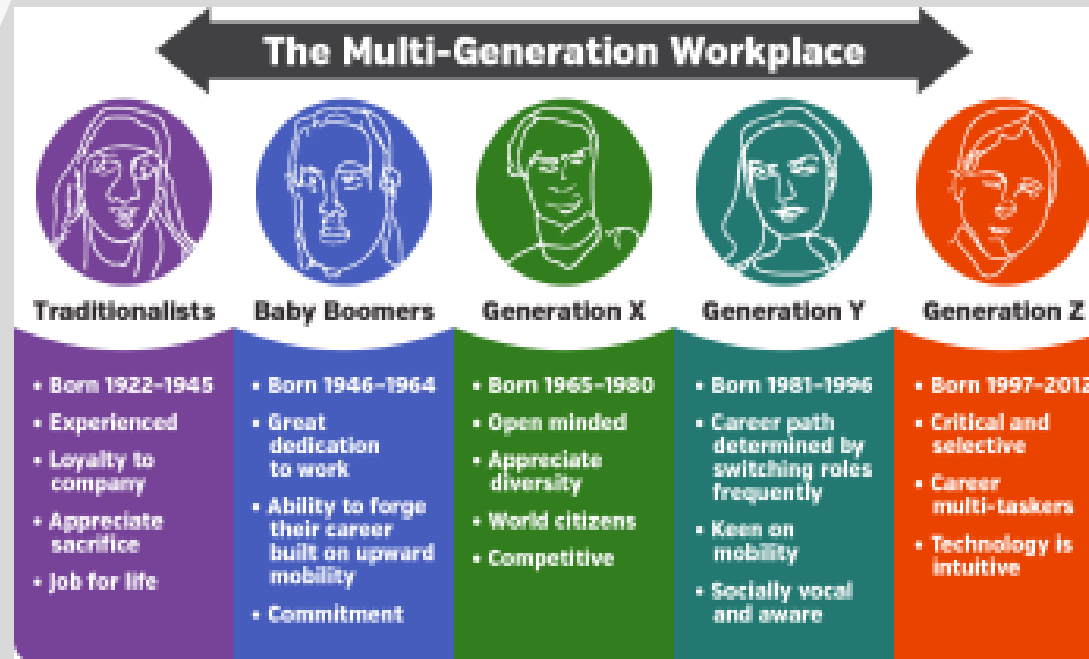


Effect of age barriers in the work place

(Presenter: Anna Maria)

- Instructions not followed correctly
- Food hygiene mistakes
- Miscommunication between manager and workers

- Possible solutions:
- Provide proper training before work starts
- Use clear instructions and demonstration
- Encourage teamwork between younger and older workers



Age and Generational barriers and communication

(Presenter: Anna Maria)

- Work force aged 16-60 years old
- Different experience levels and attitudes
- Older workers understand instructions better
- Younger workers may misunderstand or ignore instructions

• Age differences can affect how people communicate and understand instruction
(Stephen p.robbins & timothy A. judge, 2017)



Solution



- Provide workplace communication training for employees
- Teach staff how to communicate effectively with colleagues from different age groups
- Encourage clear and respectful communication
- Encourage younger workers to share new ideas and technology skills
- Promote teamwork across the groups
- Use a mix of communication methods such as meetings, emails, written Instructions and visual materials.
- Encourage respectful workplace culture

Cultural communication Barriers (presenter: Theresa)

- Workers from 5 different cultural groups.
- Many employees speak limited English.
- Staff usually Communicate in their own languages.
- Instructions from the manager are misunderstood.

Impact

Hygiene rules are not followed correct.

Food preparation mistakes.

Poor communication between staff.



(Stephen P. Robbins and Timothy A. Judge, 2017)

Cultural practices & Belbin team roles (Presenter: Theresa)

- Different cultures may have different standards and workplace practices, including :
- Food hygiene expectations
- Communication styles
- Understanding of workplace rules
- The Belbin team roles theory suggests that effective team need clear roles and communication. When team members have different cultural backgrounds and communication styles team work and coordination can become more difficult.



solution

- Clear training for all staff
- Visual instructions and demonstrations
- Better teamwork and role understanding

Emotional



Stress and pressure

Impact:

- Expected to work right away with no hygiene and safety training
- Instructions may be rushed or unclear
- Workers may feel under pressure and make mistakes
- Stress reduces clear communication
- Workers may feel confused or unprepared
- Lack of confidence in workers may result in them feeling embarrassed to ask for clarification on instructions already given

(Stephen P. Robbins & Timothy A. Judge, 2017)

solution

- Provide food hygiene and safety training before employees start work
- Offer regular refresher training
- Encourage workers to support each other
- Improve work organisation and shift planning
- Encourage respectful and calm communication
- Promote effective team work

3. Conclusion

Flight food plays an important role in airline catering. Effective management is necessary to maintain food quality and efficiency.

Improving operations and sustainability can increase passenger satisfaction and business performance.





Reference list

- Al-Fedaghi, S., 2012. A conceptual foundation for the Shannon-Weaver model of communication. *International journal of soft computing*, 7(1), pp.12-19.
- Shannon, C.E and Weaver W. (1949) The mathematical theory of communication.
- Julia T. Wood, J.T. (2016) communication in our lives. 7th edn. Boston: Cengage Learning
- Adler, N.J, and Gundersen, A. (2008). International dimensions of organizational behaviour. Cengage Learning.
- Robbins, SP., A Judge, T.A. (2017). Organisational behaviour (17th ed.). Harlow Pearson Education

