***Mpilo Ntando Mbele***

***Tourism Industry Related Performance Task***

***Grade : 12.2***

***Ma’am Sibanda***

***BHC***

 **1.1)**

**Good teamwork improves customer service, making tourists feel welcome.Teams can solve problems faster, ensuring tourists have a smooth experience.It allows staff to share ideas, leading to creative solutions.Good teamwork boosts efficiency, getting tasks done quickly.It reduces mistakes as team members help each other.Workers are happier when they collaborate well.Satisfied employees create a positive atmosphere for visitors making them feel more part of the family.It builds trust among employees, creating a reliable service environment**

 **1.2)**

**Good teamwork leads to faster service delivery.Teams working well together handle guest needs better.Effective teamwork improves communication reducing confusion inbetween the staff. The Workers share tasks ensuring no one gets overwhelmed with work overload. Smooth teamwork prevents delays and keeps guests happy.Problem-solving as a team ensures quick resolutions.When teams collaborate, they maintain high service standards.Happy workers provide friendly and excellent service.**

 **1.3)**

**1.Forming: Members meet and learn about each other.**

**2.Storming: Conflicts arise as roles are determined.**

**3.Norming: Team members begin to work together well.**

**4.Performing: The team operates efficiently to achieve goals.**

**5.Adjourning: The team completes the task and goes their separate ways**

 **1.4)**

**My role was to assist with welcoming guests and general worker at the Spur. I checked them in, explained facilities and and the significance of the food also promoting the brand by saying “People with a tasteful life. although I was mostly in the kitchen cooking and washing the dishes making sure everything is clean,smooth and spectacular. 1.5)**

**Our team’s goal was to ensure smooth service at a tourism attraction where people come dine and eat. It was held at the restaurant in Midrand called Minnetuka Spur “People with a tasteful life” that is now regarded as one of the best Steakhouses in the area. We provided guidance registered guests and helped manage the schedule and also make sure the environment is clean at all times and everything was ran smoothly.**

 **1.6)**

**•My strength was good communication which helped guests feel welcome and made everything easier for me.**

**•I stayed calm under pressure keeping my head in the game of getting the work done**

**•My friendliness made customers feel at ease, I had even got tips from a European lady.**

**•I sometimes needed help with time management because I wasn’t really good with managing my time and getting everything done immediately**

 **1.7)**

**I struggled to stay organized during busy periods.**

**Managing multiple tasks at once was a bit challenging for me.**

 **I felt nervous speaking to large groups.**

**Long working hours made me tired.**

**Learning new systems took time to master.**

 **1.8)**

**Our team had clear roles and strong communication showing good teamwork. Time management could have been improved to be more efficient only if we had produced punctuality as staff members and it was easier being the field with my classmates and it made communication run smoothly for me cause we related and have common goals**

 **1.9 )**

 **•Employees must be polite and respectful.**

 **•Always arrive on time.**

 **•Follow safety rules to avoid accidents.**

 **•Wear proper uniforms.**

 **•Maintain a positive attitude toward customers.**

 **•Make sure the customer is happy and served.**