



Essential Activity:										
Student Name:										15
Student Number:	D	H	M							

Read the scenario below to answer the question that follows.

Amina is new to the Peacock Hotel. She suffers from low self esteem and is often characterised as a loner and an introvert. Colleagues say that it is difficult to talk to her because of her thick, tinted glasses and shy nature. Guests however appreciate her humble, caring nature.

One morning, her shift leader, Peter, bursts into the breakfast room while Amina is polishing cutlery. He hastily tells her: "I am on my way to a meeting! Do your mise en place as quickly as possible, because there's ten guests coming soon, I don't know what time. Some of them are vegan, find out what time they will be here, tell the chef to put out whatever vegans would eat or drink, prepare a table by the window and..... Remember about our meeting later...you need to bring a list of questions for our pow-wow.

He walks past her, gives her a pat on the back and tells her to breathe...

1. Assess the situation in order to identify any barriers to effective (15) communication. By hand of examples explain how each would negatively affect communication.

Submission date	Friday, 26 March 2021
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