

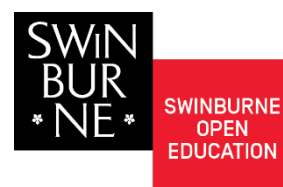


BSBLDR411

Demonstrate leadership in the workplace

Assessment 2 of 4

Project



Assessment Instructions

Overview

This assessment is divided into two (2) tasks based on the scenario below.

- Task 1: Identifying Green Leaf Café's expectations of Team Leaders
- Task 2: Locate and assess Green Leaf Café's standards and values for conducting business

To complete this assessment, you will need:

- Computer with internet and email access, and a working web browser
- Installed software: Word, Adobe Acrobat Reader
- Access to learning content in the LMS
- Access to the following supporting documents:
 - [Green Leaf Café Team Leader Position Description](#)
 - [Green Leaf Café Team Leader Induction Information](#)
 - [Green Leaf Café Mission, Vision, Values, and Culture](#)
 - [Green Leaf Café Customer Relationship Management Policies and Procedures](#)

Student Guide overall assessment: Students note, If you have any questions regarding this assessment, you can contact your Assessor for clarification.

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment (e.g. allowing additional time)
- the evidence gathering techniques (e.g. oral rather than written questioning, use of a scribe, modifications to equipment)

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Student name: <<Insert student name here>>
Student number: <<Insert student number here>>

Instructions:

Read the instructions for each task carefully before typing your response into the spaces provided.

Scenario

Green Leaf Café specialises in indigenous vegetarian 'bush tucker' and is located in inner Brisbane. The Café has been owned by Gary and his wife Rena for the past five years and has a permanent team of five staff including three chefs and two produce growers. They also have 15-20 casual staff they need to manage, including several part-time students. They rent a large garden plot from which they source most of their produce. They also have an arrangement to source indigenous food ingredients, organic milk and cheese from boutique farmers outside Brisbane.

You have just been employed as Front-of-House Team Leader at Green Leaf Café. Your primary responsibility is overseeing a team of permanent and casual team members. This includes providing support to your team members and managing their performance and development.

During the induction process, the Café manager, Kris, discussed with you the requirements of your new role. This included the tasks you will be performing and the qualities you will need to set a positive example and lead your team effectively.

As the final step in the induction process, Kris has also provided you with the following documents for you to refer to and asked you to complete three (3) tasks to check that you have a sound understanding of the role.

Kris has provided you with the following documents:

- [Green Leaf Café Team Leader Position Description](#)
- [Green Leaf Café Team Leader Induction Information](#)
- [Green Leaf Café Mission, Vision, Values, and Culture](#)
- [Green Leaf Café Customer Relationship Management Policies and Procedures](#)

Identify qualities required for positive management performance according to organisational policies and procedures

Task 1: Identifying Green Leaf Café's expectations of Team Leaders



To complete this task, you will need to refer to:

- [Green Leaf Café Team Leader Position Description](#)
- [Green Leaf Café Team Leader Induction Information](#)

As part of the induction process, you are undertaking with Kris, he has asked you to complete the following tables to demonstrate your understanding of the requirements of your new role:

- A. Green Leaf Café Team Leader Responsibilities
- B. Green Leaf Café Team Leader Qualities

Assessor Guide

For satisfactory performance students must describe three (3) responsibilities of team leaders at Green Leaf Café from both Green Leaf Café Team Leader Position Description and Green Leaf Café Team Leader Induction Information. Benchmark answers are provided below however students may choose any three (3) responsibilities from each of the identified documents.

A. Green Leaf Café Team Leader Responsibilities	
From the two (2) documents listed, describe three (3) responsibilities of team leaders at Green Leaf Café.	
Name of document	Responsibilities described within the document
Green Leaf Café Team Leader Position Description	1. Train and develop staff to help them perform to Green Leaf Café's expectations
	2. Review staff performance regularly; job chats at least monthly initially, and then a minimum of six-monthly appraisals
	3. Define and set goals for the team (KPIs)
Green Leaf Café Team Leader Induction Information	1. Ensure all staff undertake WHS/OHS training
	2. Encourage input into decision-making
	3. Understand Green Leaf Café policies, procedures and standards

Assessor Guide

For satisfactory performance students must read the relevant document and identify three (3) qualities out of five (5) qualities given below in benchmark answers and as expected of Green Leaf Café team leaders. Benchmark answers are provided below however students may choose any three (3) qualities from the identified document.

B. Green Leaf Café Team Leader Qualities	
Referring to the documents identified in the table A above, complete the table below: <ul style="list-style-type: none"> • Identify three (3) personal qualities expected in Green Leaf Café Team leaders. • Briefly explain in your own words why each quality is important to your role as a team leader (Approximate word count: 100 words) 	
Qualities expected in Green Leaf Café Team Leaders	Brief explanation of why the identified quality is important in Team Leaders

1. Be trustworthy	It is essential that you trust your team, and they trust you. Do what you say you will do! If you are delayed, let them know and set a new date. Above all, deliver all that you say you will!
2. Lead effectively	Teams want leadership, and they want it appropriate to the situation and the individual. Acknowledge accomplishments and use your team-building days to achieve unification and understanding.
3. Empower the team	Empowering your team will engage them. Keep them safe by reminding them of their 'area of influence' and then support them in their decision-making. If it goes awry, support them. Carefully use empowerment as a learning session and help them find a different way to manage a similar situation next time.
The following 2 are also possible qualities that students can choose:	
<ul style="list-style-type: none"> Always respect each team member 	If you treat your team members with respect, they will usually respond and positively impact the decision-making and care of customers. They will have the confidence to grow, and your Café will feel the advantages. People want to feel part of the business and the team. They want to know what they contribute and that it is appreciated. The confidence they gain will make them want to gain new skills, develop their capabilities and grow their careers.
<ul style="list-style-type: none"> Encourage input into decision - making 	If you encourage discussion and input regarding decisions, it will be easier to get 'buy-in' from the team regardless of whether the decision goes their way or not – as long as it is seriously considered and taken on board if appropriate.

Task 2: Locate and assess Green Leaf Café’s standards and values for conducting business

During induction, you were provided with several Green Leaf Café’s documents (see scenario). To be an effective team leader you need to have a thorough understanding of your organisation’s culture. From the documents in the table below, choose 3 standards and/or values, then provide examples of how you can uphold each standard and/or value in your new role.

Assessor Guide

For satisfactory performance students must identify three (3) Green Leaf Café standards and/or values from each of the documents listed. Benchmark answers are provided below however students may choose any three (3) standard and/or value from each of the identified documents.

Name of document where standard or value is stated	Green Leaf Café standard and/or value	How you intend to uphold the standard or value in your role (Approximate word count: 100 words)
Mission, Vision, Values, and Culture document	1. Integrity - Demonstrates to the customer that employees are capable of admitting their mistakes	I will admit when I have made a mistake and apologise
	2. Accountability - Employees actively work to correct mistakes that occurred.	I will correct any mistakes I make to the best of my ability, and ask for help when I am unable to do this on my own
	3. Teamwork - We are committed to empowering our team members with the appropriate resources to effectively achieve our common vision.	I will help my staff to gain the skills they need to do their jobs well
	1. Green Leaf Café is dedicated to giving customers the best possible customer service.	I will give customers 100% of my attention at all times

<p>Green Leaf Café Customer Relationship Management Policies and Procedures</p>	<p>2. Green Leaf Café sees all the customer’s needs as varied and acceptable. Green Leaf Café will tend to each one through a fair approach within appropriate timelines.</p>	<p>I will not make assumptions and will ask for details</p>
	<p>3. Green Leaf Café representative will properly escalate or transfer enquiries or complaints to another person who is in a better position to assist the customer</p>	<p>I will follow Green Leaf Café’s policies and procedures at all times. If I can’t solve a customer's problem I will find someone who can</p>

Assessment Checklist

The student has completed the two tasks' requirements ✓	
▪ Task 1: Identifying Green Leaf Café's expectations of Team Leaders	<input type="checkbox"/>
▪ Task 2: Locate and assess Green Leaf Café's standards and values for conducting business	<input type="checkbox"/>

Congratulations you have reached the end of Assessment 2 -Project ✓

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