# Chapter 7 – Communication in the Workplace

* **Communication**

The process of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and receiving \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by talk, gestures, or writing for some type of response or action.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Speaking and writing**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Body language and gestures** – leaning in; crossed arms, finger-pointing, scowls, smiles, rude gestures, laughter,

Effective Communication is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_.

* **The communication process has five parts: Example of how it would be in a foodservice industry:**
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Chef), (person in charge, sending the instructions, doing the talking)
* Receiver (Line Cook) (person who should be practicing effective listening skills)
* Message content (Fire 3 shrimp on table 10), (chef tells line cook what to do.)
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Downward), (an authority telling a subordinate what to do)
* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (The line cook is “in the weeds”, and the chef really needs that table out quickly).

Note: “in the weeds” is restaurant jargon for situation where a cook/chef/waitress can’t keep up with orders and gets really behind.

* **Language Differences**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is concerned with the way you sound when you speak. Southern English is an accent. You can have a New York accent or a mid-Western accent.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_: a regional variety of a language, with differences in vocabulary, grammar, and pronunciation

* + - Hoagie vs hero or sub sandwich is dialect
		- Southern y’all vs. New York’s yous guys is dialect.

Dialect can \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (get in the way of) with understanding people from other regions.

* Semantics is all about the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and how words work together to create meaning.

What you think words mean and how they are used. For example:

What do you use to pare a pair of pears?

Mouse:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or computer device?

Noise – stuff that interferes with communication. It could be background noise or someone who goes on and on and on and never gets to the point.

Nonverbal boundaries – your personal space.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ – pointing and waving, crossing arms etc. The test includes “smiling and yelling” under gestures. Go figure.

* **Jargon**

the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to a particular trade, profession, or group

* + - Like “outside the box” from advertising or “in the weeds” from foodservice.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** – the use of words and expressions that are not considered standard language or grammar.

“ain’t, what’s up, whaddayaknow”

**Tone of message**

* + Tone is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that can be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in your voice.
	+ Avoid negativity and sarcasm to sound sincere

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  (the most important part of a message)

* + “I can’t recommend this dish too highly.” Does this make sense? Just say – “I recommend this dish highly; it’s my favorite.”

**Assumptions (can get you in trouble)**

* + Avoid these mistakes: sssuming that someone knows how to solve the problem. Assuming that you know what they are thinking. Assuming you know why someone else did something. Ask – don’t assume.
	+ Cultural differences

Biscuits can be a: Bread (America), Cracker (France or Great Britain), or Cookie (Great Britain)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_- and biases are a preconceived (means you have it before you meet someone) idea about a specific group.

These are prejudices or biases: “Teenagers are lazy.” “Older people are computer illiterate.”

* In a restaurant or foodservice operation, it is important that guests find the staff to be **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** during communication.

Credibility is the ability of a person to be believed.

For servers, product knowledge is important to credibility.

When a guest complains about something, the credibility of the server or manager who handles the complaint is critical to good communication.

Chefs must have knowledge of processes and procedures to be credible.

* **Listening**

The ability to focus closely on what another \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to summarize the true

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of a message. Listening is a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to communication because if the message is not received by the listener – no real communication has taken place.

* **Effective Telephone Skills**

Guidelines

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ put a caller on hold without first asking for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

If on hold, get back to them ASAP (within 60 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_).

If they’ve been on \_\_\_\_\_\_\_\_\_\_\_\_\_\_ longer than 60 seconds, offer to take a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ again.

Don’t have a side conversation while someone is on the phone. (They may hear what you are saying.)

* **Effective Writing**

Written business \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is another means for a manager to share information.

It may include: Memos, faxes, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, letters, and reports

Business Letters have a more formal structure.

**Introduction** – gets audience’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and tells about what you will say.

**Body of the message** – purpose is to deliver the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the communication.

**Conclusion** – sums up, identifies the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Make it sound like you’re done.

To write a successful message, the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ needs a strong process that helps him or

her to plan what to say and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the message’s structure.

* **Written communication pointers:**

Be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Be \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and complete.

Review writing to be sure ideas are understandable and comprehensive.

Keep it \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ your work.

Always write with an upbeat attitude.

Take a timeout.

Read \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to check grammar and punctuation.

Don’t use slang, or “text-ese” (text message lingo).

* **Organizational communication**

The numerous \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that convey operational procedures, policies, and announcements to a wide variety of audiences.

Sent to people \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the organization or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the organization.

Inside: Email sent stating a change in the dress code

Outside: Table tent for guests to read that outlines the new sustainable practices in the operation.

* **Operational Communication**

Two important types of organizational communication are the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ statements and

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ statements of an operation:

**Mission statement**

An ­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ function (\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ company only; not to public or customers)

Describes the company’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and key objectives to its team and owners.

**Vision statement**

Both internally and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (goes out to customers and may be used in advertising).

Defines the company’s \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to employees and customers.

Other high priorities for organizational communication include industrial, environmental, and community-related issues.

Ex: Construction issues should be communicated in a timely manner so guests are not inconvenienced.

Ex: Pollution reduction—no smoking ordinances

* **Interpersonal communication**

is any \_\_\_\_\_\_\_\_\_\_\_\_\_-way communication that has immediate feedback.

Interpersonal Communication is key to creating a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and respectful work

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Interpersonal communication occurs in all types of relationships.

The goals of interpersonal communication: to achieve a specific \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and/or

Provide \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

It may also help to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the relationships of the people involved.

* In **interpersonal** **communication**, one person shares information that helps the other person relate back.

By sharing, the two become closer and strengthen their relationship.

Remember, “\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ speak louder than words”.

Are they humble?

Do they praise others?

Do they remain professional at all times?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is any communication that helps

a person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ how well he or she has done something and how he or she can improve.

* **Verbal messages** have a significant impact on interpersonal communication, and, therefore, on the relationships a manager has with employees.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Act of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with the feelings, thoughts, or attitudes of another person.

“Walking in someone else’s shoes”

Interpersonal communication allows managers to model an organization’s values to employees.

Successful managers use all the available and appropriate ways to communicate with staff and coworkers.

Build a friendly environment

Chatting with employees

Nonverbal cues

Thumbs up, pat on the back, etc.

Feedback

Employee report card

Respect their feelings

* **Random Stuff on the Test**

In \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and with certain Native American tribes, direct eye contact is avoided. It is considered

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

In China, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is rude.

In some South American countries the O.K. symbol is like the middle finger and thumbs up is rude.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ when you are on the phone. It makes your \_\_\_\_\_\_\_\_\_\_\_ sound more

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

Write \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ communication on ivory or white notecards.

People spend about \_\_\_\_\_\_\_\_\_\_\_\_\_ percent of each day \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ in some fashion.