

Nicely Niche Holidays

Scenario 2: Booking

Core: Quality and compliance, policies and procedures, and
project and change management

OS: PO4

Connect activity

Discuss the importance of communication in the workplace.

What is the impact of having effective or ineffective internal and external communications?



Lesson intentions

- Use Belbin's model of team roles to analyse the different roles at Nicely Niche and identify the importance of team working.
- Identify potential complaints about changed roles and create methods for resolving them.
- Describe the purpose of having policies and procedures for an organisation.
- Demonstrate how a new procedure can change and impact the organisation.

Task 1

Communication

Scenario 2

The current situation at Nicely Niche

The usual process for bookings is that the customers make an enquiry online with some details about the number of people in the party, preferred destination, dates and attractions that they want to visit. At this point, either Ben or Tamara would start researching possible options for the customer and put together a quote. They call the customer for further information if needed. Jeni then emails the quote to the customer, who contacts either Ben or Tamara to negotiate or make changes. Due to the demographics of the customer base, communication by email is sometimes not effective and customers ask for their quote to be posted to them. Jeni has started to ask whether customers have a friend or relative she can email the quote to and for them pass it on to the customer.

Methods and channels

Working in groups of three or four, use the case study, employee profile cards and Scenario 2 to analyse the current booking system at Nicely Niche.

Imagine you are working at Nicely Niche. Role play the booking process with your group. Each team member should be a Nicely Niche employee. One or two customers also need to be involved in the scene.

What is the impact on the business if there is conflict in the team?
How can this conflict be resolved?



Task 2

Belbin's team roles

Belbin's team roles

Working in pairs, use the case study and employee profile cards.

For each member of the Nicely Niche team:

What conclusions can you draw about their communication style?

How does this impact the team and the business?

How could Belbin's model of team roles be useful at Nicely Niche?



Task 3

Complaints

Complaints



Read through the case study

- Individually, highlight all the areas in the case study which could result in customer complaints. Write each one on a sticky note.
- What could Nicely Niche do to avoid each potential complaint?
- Allocate responsibilities to each employee.
- Be prepared to discuss your ideas with the class.

Task 4

Policies and procedures

Policies and procedures



Individually

Complete match-up game;
<https://wordwall.net/resource/33755282>

Why is it important to have policies and procedures?

Policies and procedures

Nicely Niche needs a new policy and procedure for handling customer complaints.

Working in small groups, write a short statement which can be used to summarise the new complaints policy.

Create a new complaints procedure, with responsibilities allocated to each employee.

Create a document which communicates this to all staff.

Task 5

Implementing changes

Project and change management

In groups of three or four using MS Publisher or PowerPoint

1. Create a flow chart which demonstrates the current Nicely Niche booking system.
2. Create a new flow chart which identifies a new streamlined process, with clear responsibilities allocated for each member of the booking team.

Compare the above flow charts and explain the benefits of your new process. Share your ideas with the class.

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