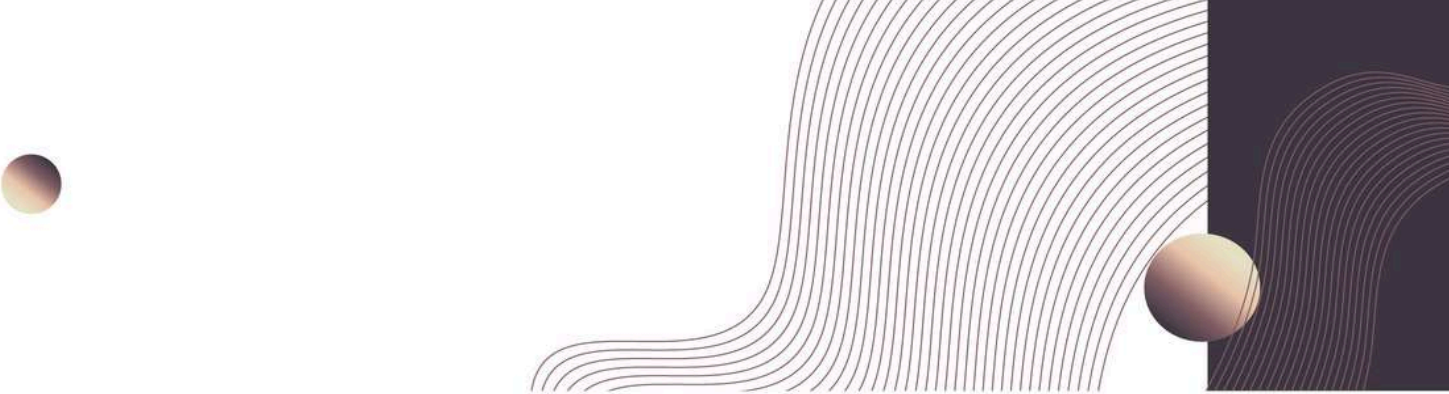


CHAPTER 5

Customer Service for Tourism & Hospitality. [DTM 10303]

Effective Teamwork & Time Management

Amydisyukie Bin Md Yusof
Darren Jason Anyi



Customer Service DTM10303 Chapter 5: Effective Teamwork and Time Management @ Politeknik METrO Betong Sarawak, 2026

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Published by

POLITEKNIK METRO BETONG SARAWAK 95700 BETONG SARAWAK

Amydisyukrie bin Md. Yusoff
Darren Jason Anyi
e ISBN: 978-967-2753-24-7



Cataloguing-in-Publication Data

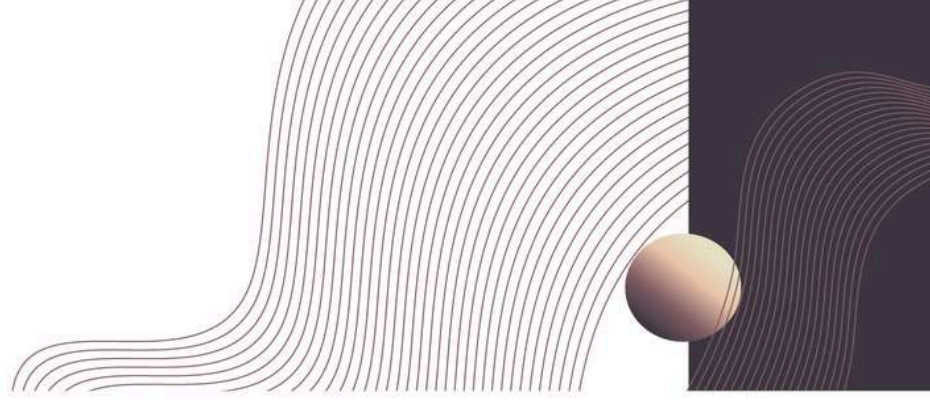
Perpustakaan Negara Malaysia

**A catalogue record for this book
is available from the national
Library of Malaysia**

eISBN 978-967-2753-24-7



Preface



In customer service, two invisible forces determine the line between a chaotic workday and a high-performing operation: **how effectively a teamwork** and **how intentionally its members manage their time**.

This chapter bridges foundational theory and real-world execution to deliver distinct value for both educators and learners:

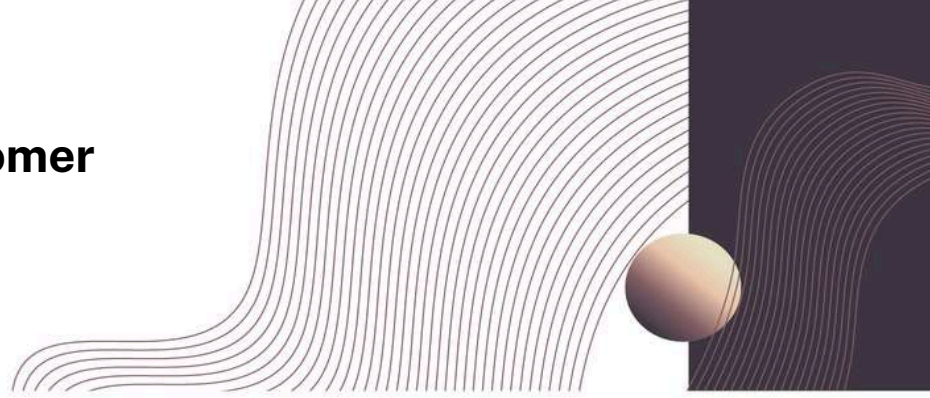
- For Lecturers & Educators: This chapter provides a ready-to-teach, structured framework complete with real-world scenarios, discussion prompts, and practical skill-building exercises. It minimizes lesson preparation time while giving you actionable content that bridges textbook concepts with the modern, high-velocity customer support environment.
- For Students & Emerging Professionals: Beyond academic understanding, this chapter equips you with essential, career-ready competencies. You will master high-pressure prioritization, learn to communicate effectively within cross-functional teams, and build habits that boost daily productivity without leading to burnout — skills that will set you apart from day one in the workforce.

By exploring the direct synergy between effective teamwork and time management, this chapter turns daily operational constraints into opportunities for collective efficiency, professional growth, and classroom engagement.

Sincerely,
Amydisyukrie bin Md. Yusoff



Summary of Customer Service E-Book.



Topic & Chapter Effective Teamwork and Time Management Chapter 5



CLO : CLO 1

Apply knowledge of Customer Service in Tourism and Hospitality Professions.

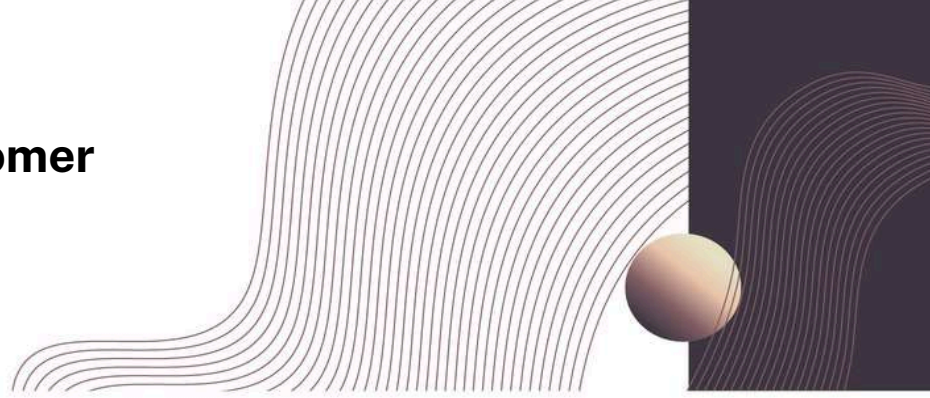


PLO

Apply Critical Thinking Skill in Solving Problem or Issues While Performing Varied Complex Routine and Non-Routine Task Related to Tourism Industry.



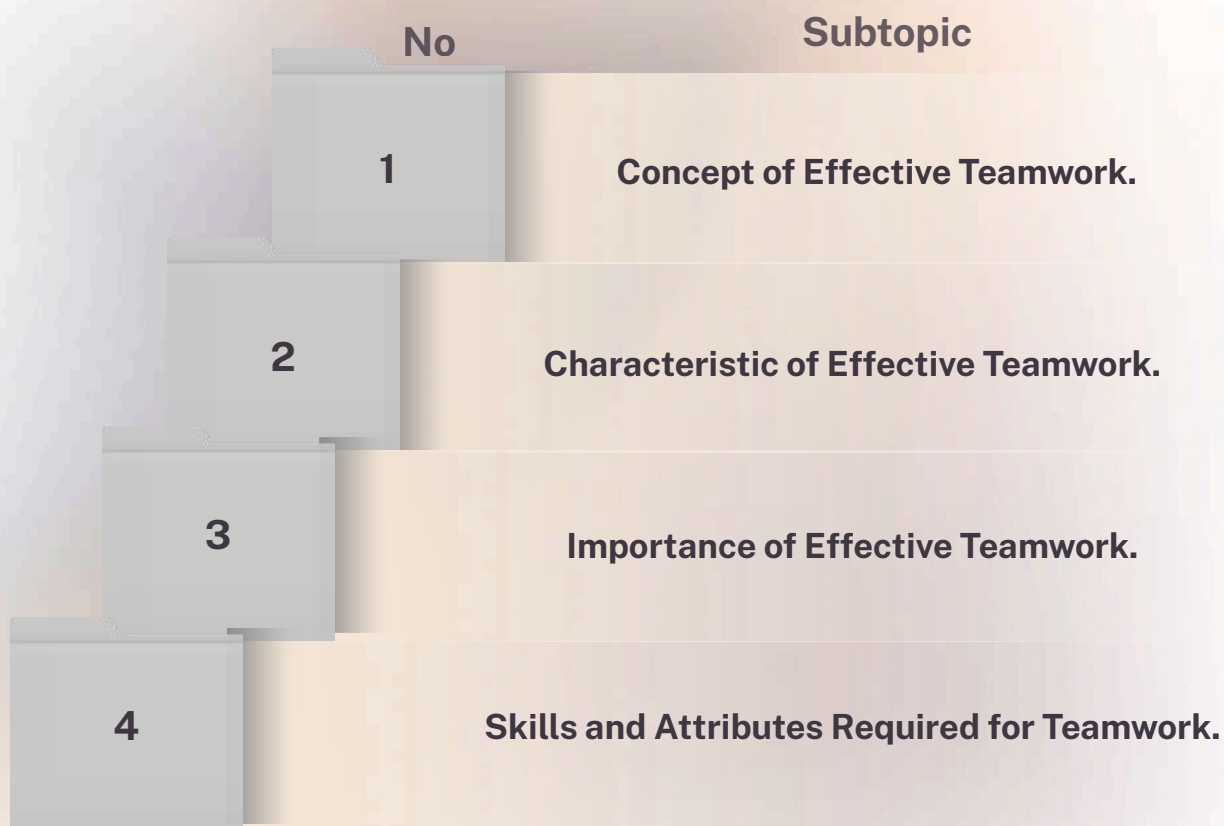
Summary of Customer Service E-Book.



Subtopic : 5.1 Demonstrate Effective Teamwork at Place.

Subtopic Learning Outcome

Student are able to demonstrate an effective teamwork at workplace in term of characteristics, importance, step and strategies and also skills and attributes required for team.



Assessment

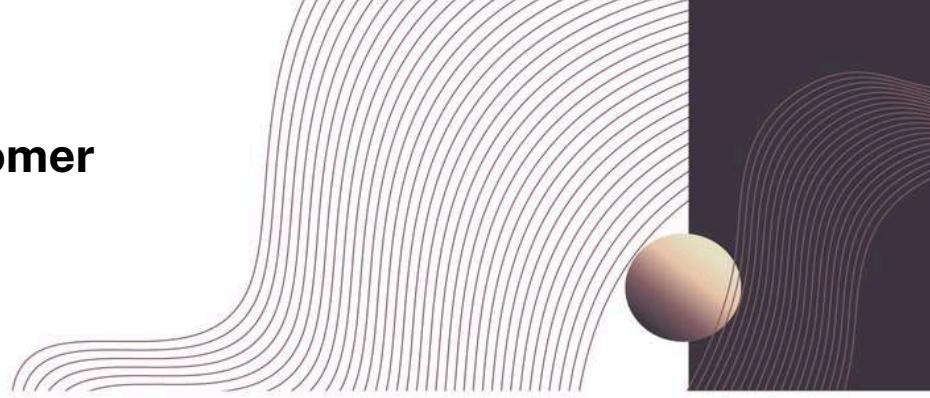
Each subtopic will be have 1 assesment at the topic end of the subtopic.

Video

Maximum 3 Video for this subtopic.



Summary of Customer Service E-Book.



Subtopic : 5.2 Effective Time Management

Subtopic Learning Outcome

Student will able to examine an effective time management that includes the activity and benefits of time management.

No	Subtopic
1	Define an Effective Time Management.
2	Efficiency and Approach to Time Management.
3	Types of Activity that Determine Time Use.
4	Efficient of Time Management to Personal and Manager
5	Benefits of Time Management.

Assessment

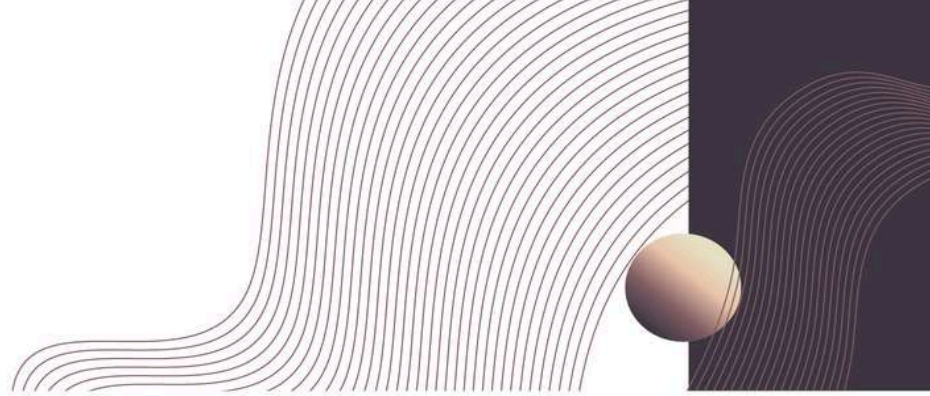
Each subtopic will be have 1 assesment at the topic end of the subtopic.

Video

Maximum 3 Video for this subtopic.



Table of Content



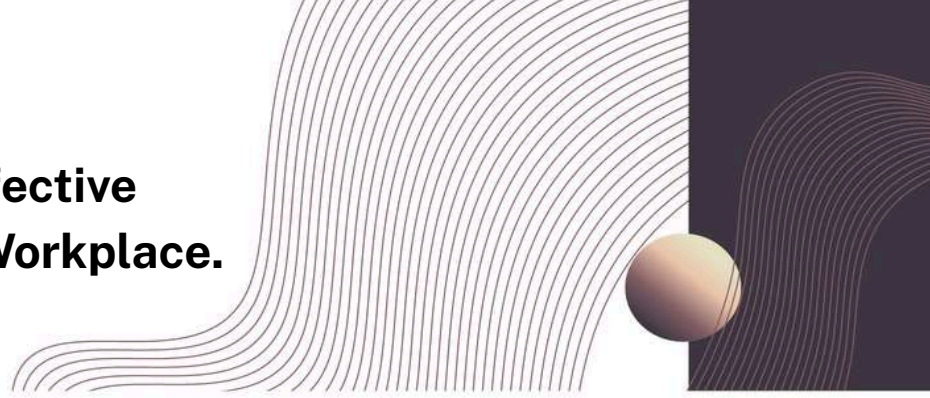
Content

Page

The Concept of Effective Teamwork at the Workplace	01
Characteristics of an Effective Teamwork	02 - 03
The Importance of Teamwork at Tourism Workplace	04 - 05
Steps or Strategies in Developing an Effective Teamwork at the Workplace	06
Skills and Attributes required for Teamwork	07 - 14
Video Resources for Effective Team	15
Formative Assessment 1	16
Define Effective Time Management	17 - 19
The Efficiency of the Approach to the Time Management	20 - 22
Types Activities that determine time use	23 - 28
Efficient Time Management	29 - 31
4 Four Step in Time Management	32
Management of Time Wasters	33
The Benefits of Effective Time Management in Tourism & Hospitality Industry	34 - 43
Video Resources for Time Management	44
Formative Assessment III	45



The Concept of effective Teamwork at the Workplace.



What is Team

Is a group of two or more persons working together in sympathetic resonance to achieve a set goal.

What is Teamwork

Is a group of two or more persons working together in sympathetic resonance to achieve a set goal, creating a positive working atmosphere, and supporting each other to combine individual strengths to enhance team performance.

What is Collaboration

- Collaboration is a process that requires relationship and interaction between professionals regardless of whether or not they perceive themselves as part of a team.
- Teamwork is often a crucial part of a business, as it is often necessary for colleagues to work well together, trying their best in any circumstance.
- Teamwork means that people will try to cooperate, using their individual skills and providing constructive feedback, despite any personal conflict between individuals.



Characteristics of an Effective Teamwork.

Clear Goals

Necessary so that all Team Members understand the purpose & vision of the team.



Defined Goals

To understand their job function for Leaders to tap into the skills & talents of Group Members.

Open & Clear Communication

Effective communication will keep a Team informed & Focused. Important to focus on hearing message before forming our own conclusions.

Balanced Participation

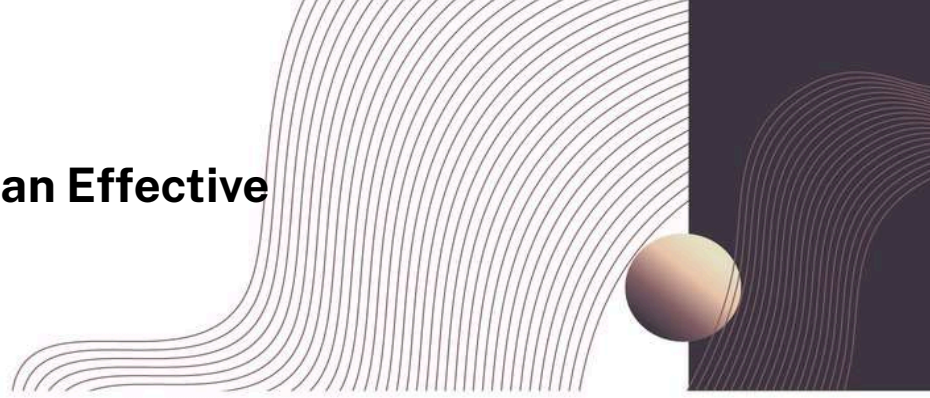
Full involvement of Team Members are valued & sought. Important when leaders define what type of participation they expect from members.

Effective Decision

Making awareness of various decision making method can help a Team Members make efficient decisions. Team Members should select a method that works best for them.



Characteristics of an Effective Teamwork.



Positive Atmosphere

An effective Team has an open climate with each other & aren't afraid to take risks. Honesty, Accessibility, acceptance & depedability that builds the trust.

Cooperative Relationships

Team members want to work together for the good of the team & understand that combining the skills of numerous people will produce something that could not created alone.

Valued Diversity

Diversity of thinking, idea, generating, problem solving & experiences help to create an effective team.

Managed Conflict

Important that issues aren't ignored & avoided in a group. Team have to find ways communication differences & seek common goals.

Partipative Leadership

Leadership is shared among team members at various times.



The Importance of Teamwork at Tourism Workplace.

Teamwork is efficient work

- A key pillar of the industrial renovation, a foundation of modern civilization, was the division of the labor. And that's just another way to say teamwork.
- Employee teamwork enables your workforce to :

Split difficult tasks into simpler ones, then work together to complete them faster.

Develop specialized skills, so that the best person for each task can do it better and faster.

Team innovate faster

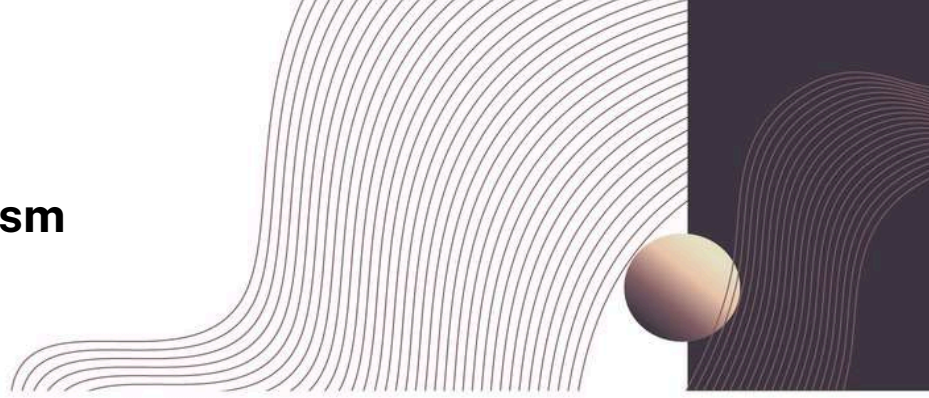
- For any task or problem, there are usually countless solutions. When one employee tackles a project, they might be able to think of a few different ideas given time. But when a team tackles a problem, the project benefits from multiple perspectives, skillsets, and experience all at once.
- A team approach can therefore lead to faster, deeper innovation.

Teamwork is efficient work

- When one person does a task alone, they have total autonomy - but if that person starts to work slowly or ineffectively, who will set them straight? Nobody, that's who.
- In teamwork, many people have responsibility for the same goal. Most significantly, teammates observe and depend on the quality of each other's work. When one team member's performance dips, the others have them improve. Without management intervention, effective teams can often regulate their own performance.



The Importance of Teamwork at Tourism Workplace.



Teammates learn from each other

- Imagine you have a workforce of 10 designers all working in separate rooms. Each designer works to their own strengths and suffers from their own weaknesses and suffers from their own weakness, with nobody to teach or learn from.
- Now put them all in the same room, on the same project. Working together, they'll soon each other's strengths and correct each other's mistakes. And everyone's performance will improve.

Teamwork can create healthy competition

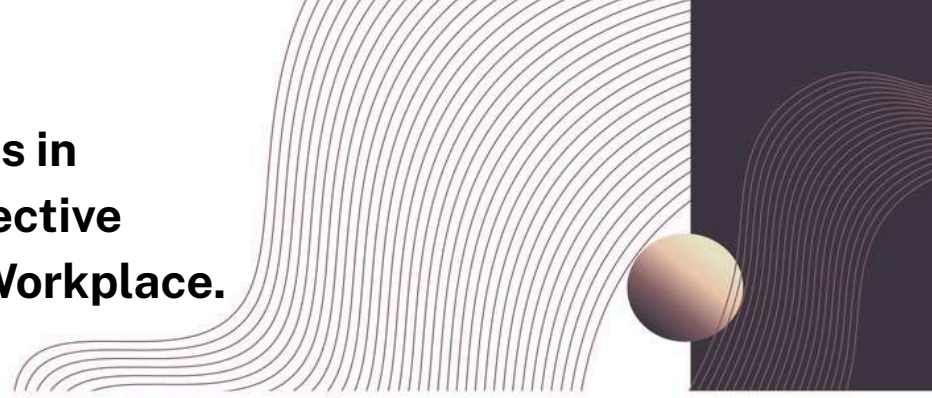
- But what happens to that same team of 10 designers a year down the line, when they've learnt all they can from each other? They'll soon start to compete with one another, to prove their ability and chase promotion or other incentives within your organization.
- Provided the right challenge and rewards are in place to promote competition, team performance can keep improving.

Teamwork promotes strong working relationship

- Finally, when employees work together and succeed as a team, they form bonds that can turn into trust and friendship. It's human nature. And it's great for your organization, since employees who like and trust each other are more likely to :
 - Communicate well with each other
 - Support and motivate each other
 - Work Cooperatively



Steps or Strategies in Developing an Effective Teamwork at the Workplace.



Stage 1 : Forming

Known as organizational stage.

At this stage the team members:

- Become acquainted and discuss the purpose of the team.
- May be excited about being chosen for the team.
- May feel uncomfortable, afraid to speak , and full of doubts.
- May feel good about what the team can do.

- **Hardest of the four stage to identify.**

At this stage the Team Members:

- Begin to work together and leaderemerge.
- Openly discuss issues, listen to one another, and become more involved.
- Feel good about themselves and the team,
- Accept the team's decisions and are willing to work hard carry them out.

Stage 3 : Norming

Stage 2 : Storming

Characterized by lack of direction.

At this stage the team members:

- Question why the team was formed.
- Find it hard to work together and make decisions
- May distrust or not understand one another.
- May have personality clashes and arguments.
- May talk behind other's back.

Known as “ Full Speed Ahead.”

At this stage the team members:

- Are committed to the team and the organization.
- Take responsibility for making improvement and examine the best way for the team to function.
- Stay focused and work for the commond good.
- Work at maximum effeiciency.

Stage 4 : Performing



Skills and Attributes Required for Teamwork.



What is Teamskills ?

Regardless of your role, you need to be able to work well with others and convey your teamwork skills to hiring managers, recruiters, and prospective employers.

Scan any job listing, and you'll see that even ads that seek "Self-Starters" also inevitably use the phrase "Team Players". Those who have teamwork skills like communication and positive attitude can help a team be more productive.

Here are seven team work skills that are essential for your academic and professional success:

Skills and Attributes Required for Teamwork.



Communication.

01

Communication is a foundation of effective teamwork. Whether you're working on presentation with your classmates or spearheading a new project at work, it's important to talk openly and honestly with your group members about expectations, deadline, and responsibilities. Establishing open lines of communication promotes trust and makes for a positive team environment. While disagreement might occur, being upfront and respectful in your communication with other team members will help you resolve issues quickly.

Skills and Attributes Required for Teamwork.

TIME
MANAGEMENT

Time Management .

- Time management, accountability and responsibility are all equally important for your career as they are in academic life. Project managers, for example, must have strong organizational skills in order to set manageable goals for their team and keep others on track to meet their deadlines. Nurses must also demonstrate strong time management skills, prioritizing and delegating tasks so that they can spend more time on the patients who need extra care.
- Learning how to balance multiple deadlines and assignment while you are in school will make it easier for you to adjust to a fast-paced and collaborative work environment in the future.

Skills and Attributes Required for Teamwork.



Problem Solving.

03

Effective problem solvers are able to think outside the box when challenges or issues arise. Rather than focusing on negative outcomes, they stay calm and help their team work towards a solution. This approach helps uncover roadblocks or inefficiencies that are hindering the team's success, so you can work to improve those processes in the future.



Skills and Attributes Required for Teamwork.



Listening.

04

When working in a group, its important to keep an open mind. Recognize that your team member may see things from another perspective, and hear them out. Listening to other points of view can help you see multiple sides of an issues , including ones that you have never considered before. This allows you to be better colleague and leader anticipate needs and challenges before they arise and to respond effectively whey they do.



Skills and Attributes Required for Teamwork.



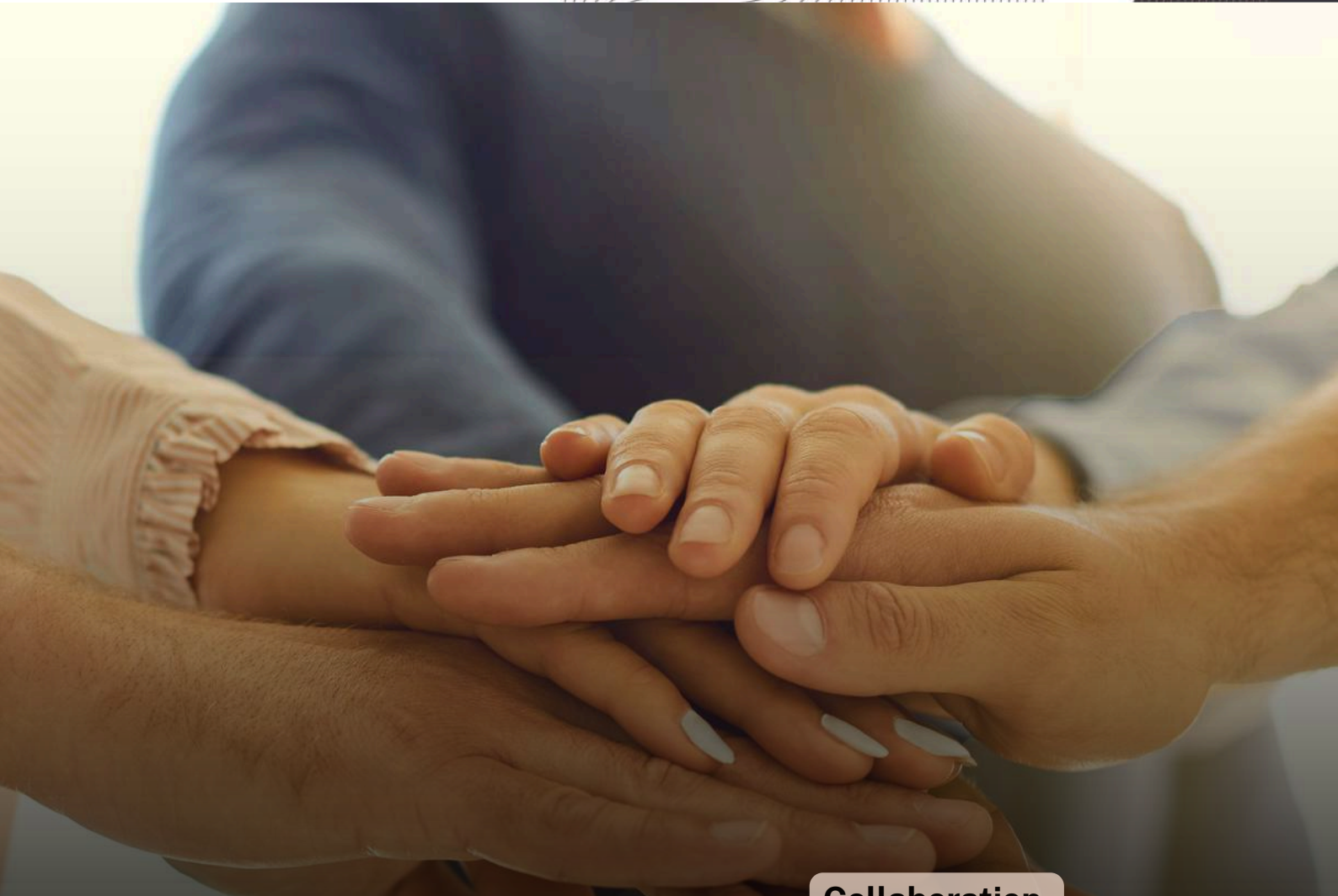
05

Critical Thinking.

Critical thinking allows you to make better, more informed decisions. It can be tempting to follow along with whatever the group decides, or what one team member believes is the best course of action, but sometimes a different approach or a new idea can help achieve better results. By thinking critically about the situation-examining all sides of an issues, reflecting on past experience, and listening to that other group member have to say -you could arrive at breakthrough that moves you team forward in new exciting ways.



Skills and Attributes Required for Teamwork.



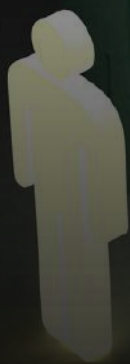
Collaboration.

06

Working in a team can be challenging at times, but more often it is a great opportunity to uncover creative ideas, share different perspectives and experience, as well as enhance your own skills. If you treat each group project as a learning experience, you can help foster a more productive team environment. Your desire to learn and your willingness to explore new approaches will make you a better contributor, manager, or leader.



Skills and Attributes Required for Teamwork.



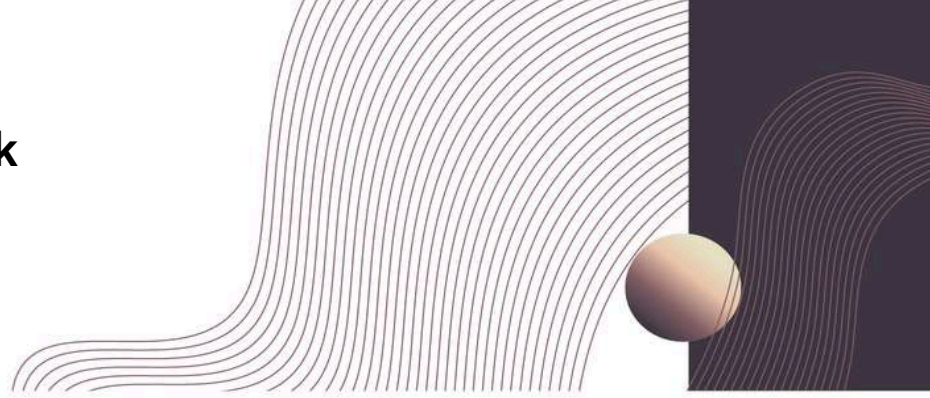
07

Leadership.

A leadership who works well with other both within his or her own department and across department can help spread knowledge and resources, develop new leaders and contribute to an organization's success. Leaders can demonstrate strong teamwork skills by promoting collaboration, acting as a mentor or coach for their employees and by empowering others to learn, grow and advance.



Scan for Teamwork Resources



01. Characteristics of Effective Team



02. Effective Teamwork

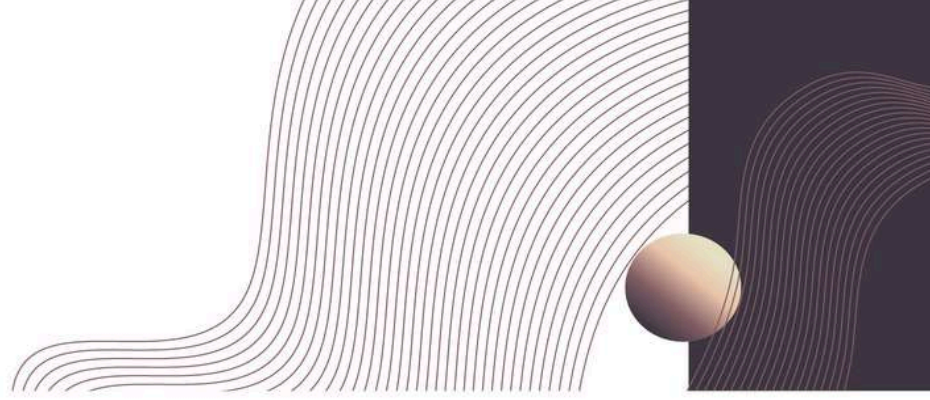


03. The Power of Teamwork





Quiz Time !!!



Formative Assessment



Define Effective Time Management.

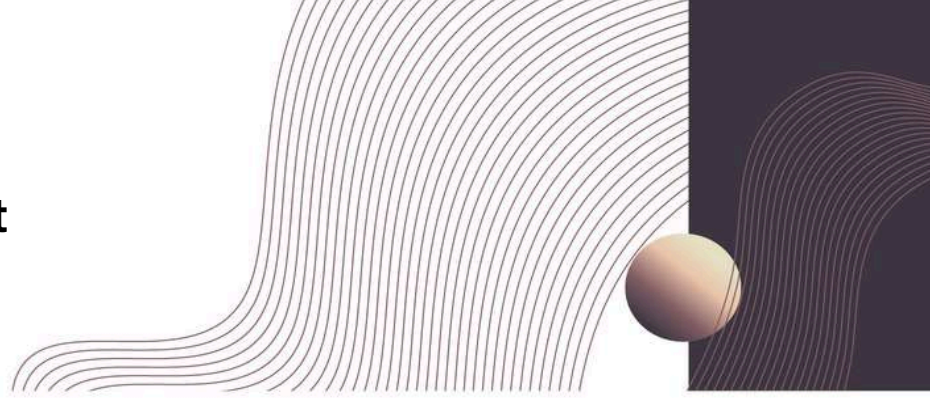


Time Management

Time management is the process of organizing and planning how to divide your time between specific activities. Good time management enables you to work smarter - not harder - so that you get more done in less time, even when time is tight and pressures are high. Failing to manage your time damages your effectiveness and causes stress.



Define Effective Time Management

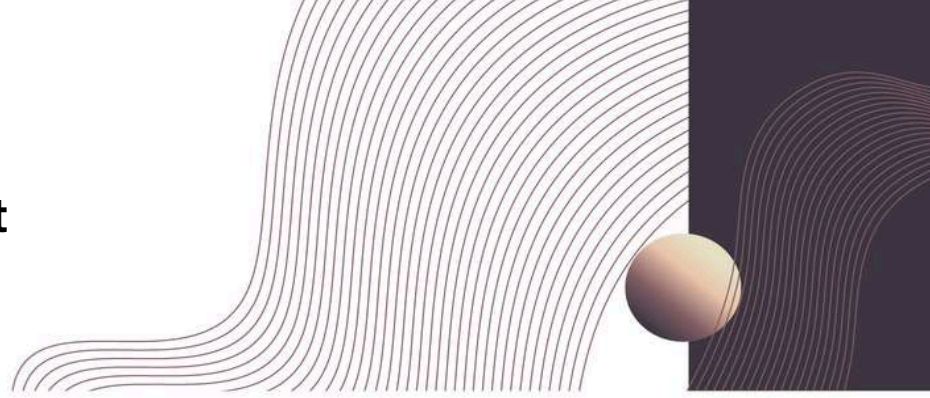


It may seem counter-intuitive to dedicate precious time to learning about time management. Instead of using it to get on with your work, but the benefits are enormous.

- Greater productivity and efficiency.
- A better professional reputation.
- Less Stress
- Increased opportunities for advancement.



Define Effective Time Management



It may seem counter-intuitive to dedicate precious time to learning about time management. Instead of using it to get on with your work, but the benefits are enormous.

- Greater opportunities to achieve important life and career goals.
- Failing to manage your time effectively can have some very undesirable consequences.
- Missed Deadlines.
- Inefficient work flow.
- Poor work quality.



The Efficiency of The Approach to The Time Management



The ability to manage your time effectively is important. Good time management leads to improved efficiency and productivity, less stress and more success in life. Here are some benefits of managing time effectively.

The Efficiency of The Approach to The Time Management



Clear Goals.

Making and following a task schedule reduces anxiety. As you check off items on your “ To-do’ list, you can see that you are making tangible progress. This help you avoid feeling stressed out with worry about whether you’re getting done.

More time.

Good time management gives you extra time to spend in your daily life. People who can time-manage effectively enjoy having more time - manage effectively enjoy having more time to spend on hobbies or other personal pursuits.



The Efficiency of The Approach to The Time Management



More Opportunities.

Managing time well leads to more opportunities and less time wasted on trivial activities. Good time management skills are key qualities that employers look for. The ability to prioritize and schedule work is extremely desirable for any organization.

Ability to realize Goals.

Individuals who practice good time management are able to better achieve goals and objectives, and do so in a shorter length of time.





Types of Activities That Determine Time Use



The best time management activities for employees allow your team to get hands-on experience to improve their time management skills and they have real applications in the workplace. Here are the top five time management activities for employees to help improve productivity.



Types of Activities That Determine Time Use

Overview

Your team must decide how to spend \$86,400 on experiences only, not material goods. They have to spend the money in the one day and any money that's left over is wasted, it can't be blanked and used another day.

Time Management Lessons

This time management exercise shows employees the true value of their time and they have the choice to spend their time on improving their lives or wasting them.

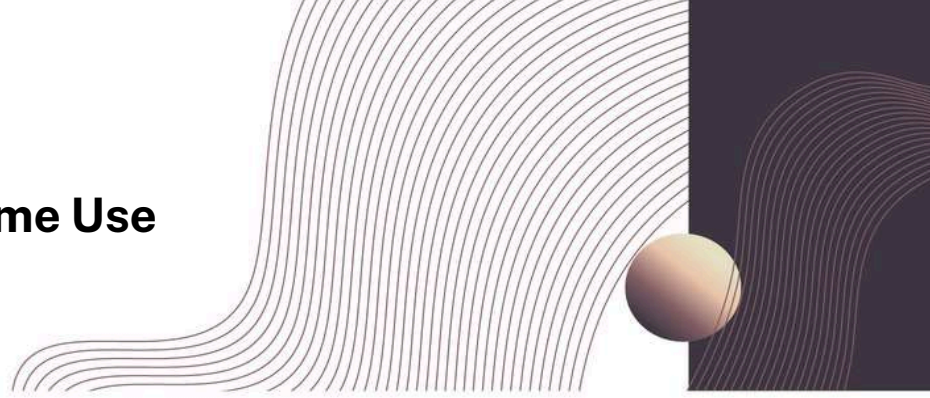
Steps

Explain the rules outlined above to your team get them to write down every experience they'd spend their \$86,400 on when all the lists are done, have each team member explain the reasoning for their purchases. Next, explain the significance of the exercise to your employees : We all have 86,400 seconds to spend as we choose each day. You can't save it, but you can spend your time wisely to improve you skills, health, relationship and happines.





Types of Activities That Determine Time Use



2. Blind Shapes.

Overview

In this time management challenge, your employees will need to work together to form a shape using a rope while everyone is blindfolded.

Time Management Lessons

This exercise will show the different leadership styles and problem-solving approaches of your employees. It shows employees how one hurdle can throw off their time-management skills and lead to disorganization. Discuss with employees how they could have improved the process to improve their efficiency.

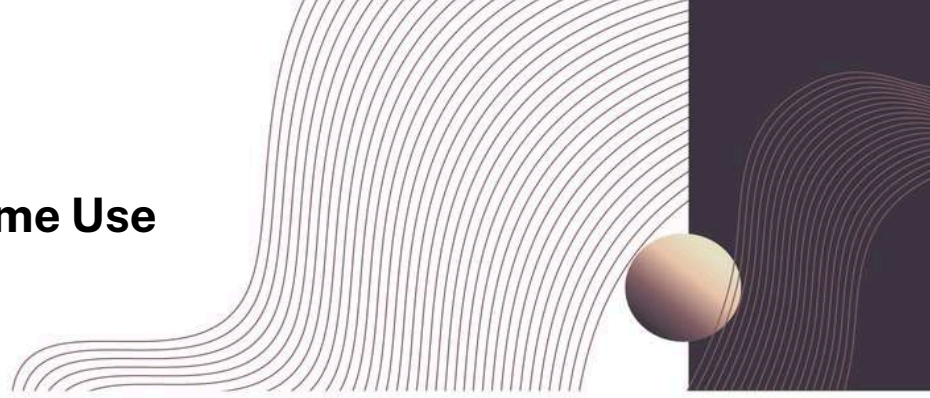
Steps

if your team is large, divide it into smaller teams made up of 9-15 members. Instruct team members to form a circle and put on their blindfolds. Place a long rope in the center of the circle. Give your employees the task of forming a specific shape with the rope at all the times and it can't be knotted. When the team thinks they've achieved the shape, have them carefully place it on the floor and remove their blindfolds to see how the did.





Types of Activities That Determine Time Use



3. How Long is a Minute.

Overview

This time management activity asks your employees to judge the passage of time while their eyes are closed by sitting down when they think one minute has passed. It shows how differently we all perceive time.

Time Management Lessons

This time management activity shows that we all experience time differently and that we can all use our time differently. You can use the exercise to start a conversation among your employees about how some work tasks can seem to take forever to complete while others seem to make time by, and how that related to our passion, motivation and productivity at work.

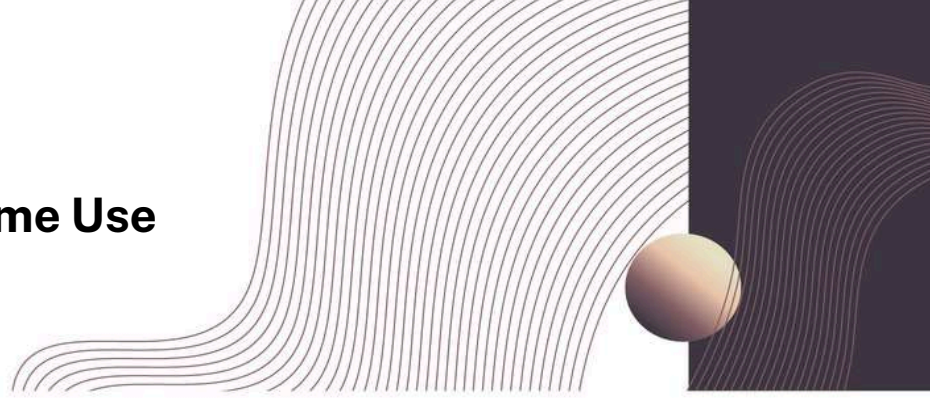
Steps

Cover all the clocks in the room and have employees put away their phones or watches. Ask everyone to stand up and close their eyes. Instruct everyone to sit back down quietly and then open their eyes when they think a minute has gone by you'll notice that everyone sits down at a different time.





Types of Activities That Determine Time Use



4. The big picture challenge.

Overview

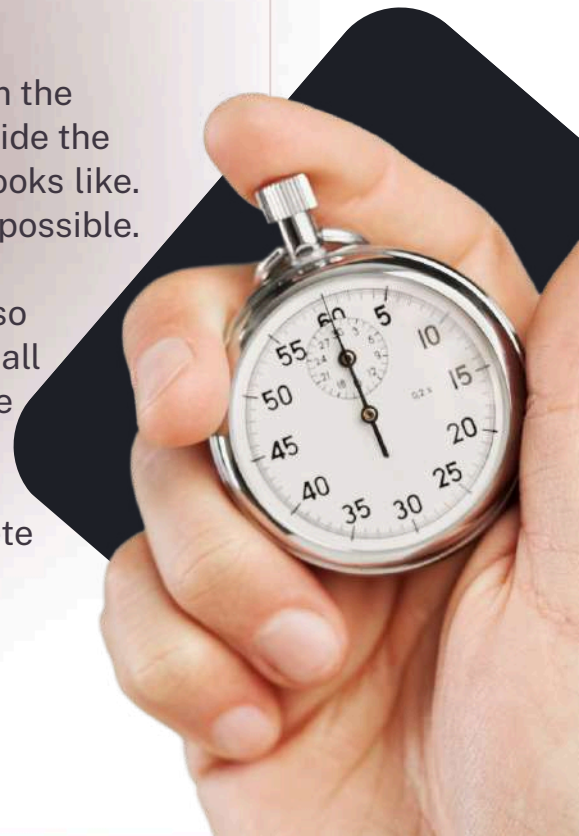
In this challenge, team members are given a puzzle to solve together, but they don't have the big picture of the finished puzzle for reference.

Time Management Lessons

This time management activity gives participants perspective on how important it is to have a big picture view of their goals in order to prioritize tasks on a daily and weekly basis, so no hours are wasted. With no big picture guiding your work, you can become bogged down in urgent tasks that might not push you closer to achieving your goals.

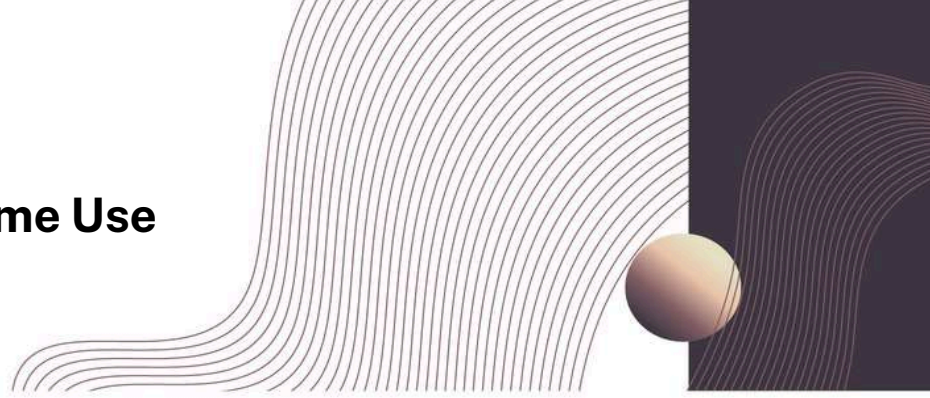
Steps

Divide your group into a few small teams. Give each team the pieces to puzzles that are of similar difficulty. Don't provide the Big Picture image of what the completed puzzle looks like. Encourage the teams to finish the puzzle as quickly as possible. After a few minutes, ask the teams why the process is so difficult and what they'd need to solve it more quickly in all likelihood, your employees will identify that the reference picture for the puzzles would help them solve it quicker. At that point, give the teams the big picture image of the finished puzzle so they can quickly complete the task.





Types of Activities That Determine Time Use



5. Ace of Spades

Overview

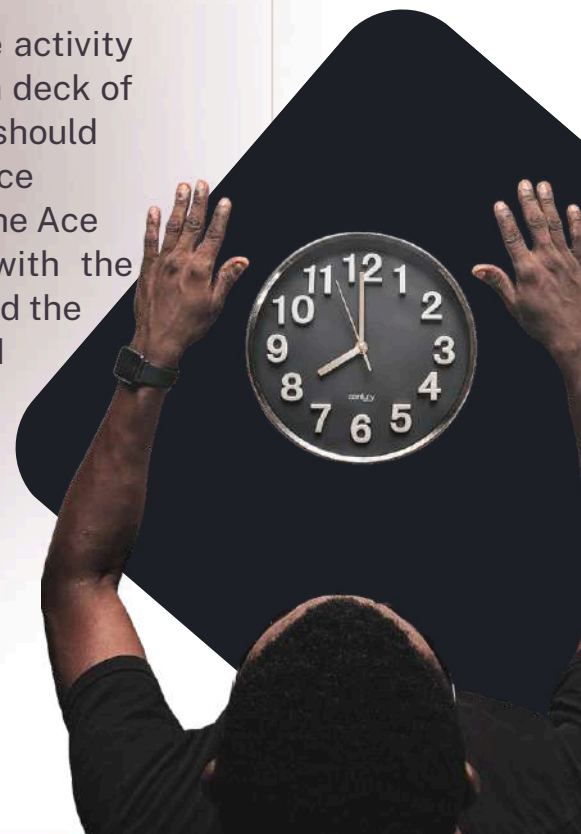
In this time management exercise, two players race each other to find the Ace of Spades in two decks of cards. It turns out one person's deck is randomized, with the cards in no clear order. The other deck is organized sequentially by number and by suit.

Time Management Lessons

The time management activity demonstrates to your employees that proper planning and organization can make everyday task easier. People who plan properly can be more efficient and productive in all aspects of life.

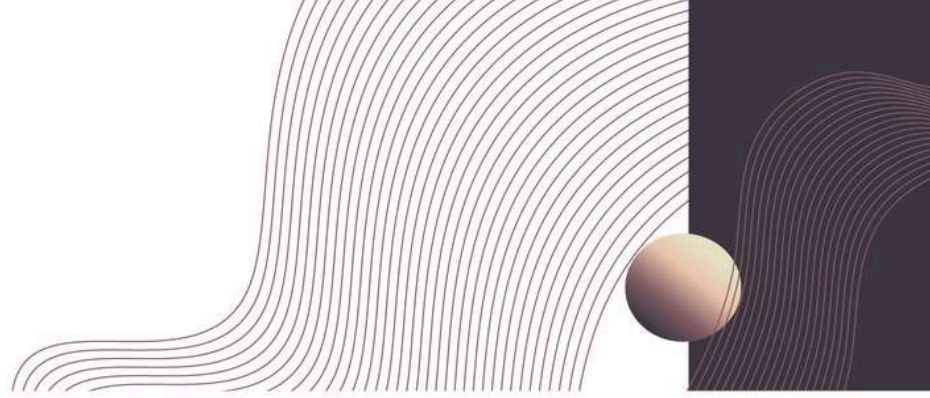
Steps

Ask for two members of your team to volunteer for the activity and bring them to the front the room. Give them each a deck of cards one deck must be properly ordered and the other should be completely mixed up, but don't tell them the difference between the two. Have the two volunteers race to find the Ace of Spades in the deck. It's likely that the person with the organized deck will realize it right away and quickly find the Ace of Spades, whereas the person with the randomized deck will struggle to find the right card.





Efficient Time Management



Time is limited resource which must be used efficiently to achieve the objective set.

Time at Work.

- **Employees** of companies receive a salary in exchange for their **competence**.
- ...Which will be **expressed** during a **finite period of time**.
- The **issue** for employers and employees is to **make the best use of this limited resource**.

How to boost employees by properly allocating time to meet their objectives ?

Time management at work.

- We **all run after time**.
- To help you **make better use of your time**, Smart Pharma Consulting proposes easy-to-implement **method and tools**.

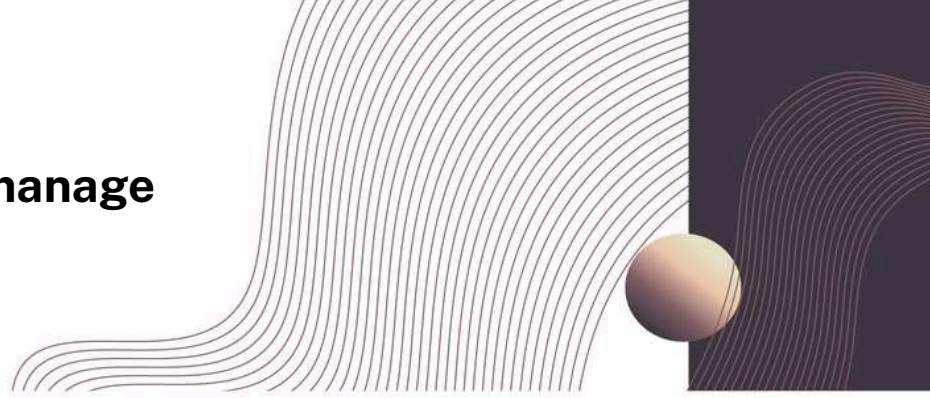
If properly executed, you and your team expect to:

- **Save** more time **three hours per day**.
- **Boost** significantly **efficiency and efficacy** while
- **improving quality of life**.





How well do you manage your time?



I work - 11 hours a day, and work regularly at home in the evening and during the week-ends.

I don't have enough time to work on critical tasks.

I have to spend too much time on non-important tasks.

Is that your case ?

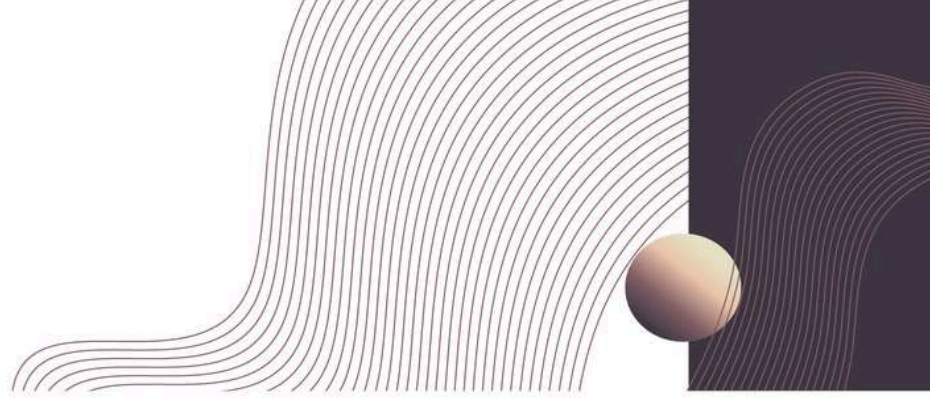
I often complete tasks at the last moment and fail to meet deadlines.

Due to lack of time, time quality of my work is not always up to the mark.

I am regularly stressed and exhausted by my workload.



Situation ?



Main factors responsible

Lack of prioritization.

All subject and task are not of the same importance and do not carry the same degree of urgency. Thus, they should be given the same level of attention.

Procrastination.

Procrastination occurs when you put off activities that are important and urgent but you cannot decide yourself to start.

Suboptimal time management.

Suboptimal Organization.

A significant time is lost as result of:

- Multitasking.
- Little or not delegation.
- Clutter / Poor IT maintenance.
- Unhealthy life style.

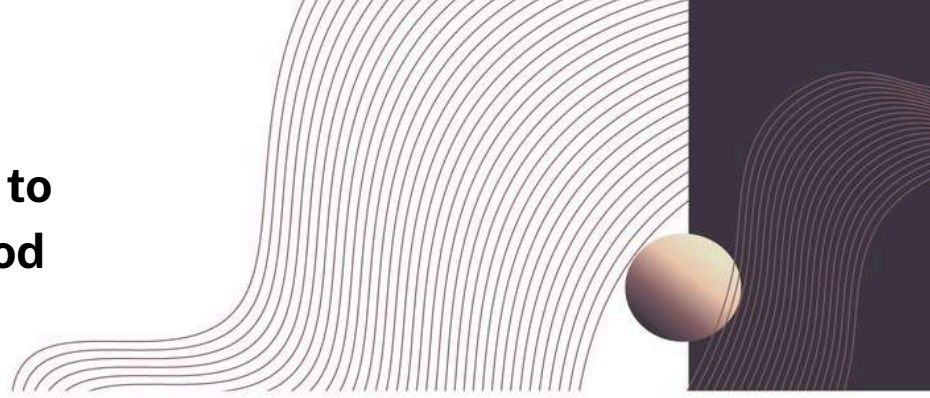
Distractions

You are subject to several distractions:

- Phone calls, email, text messages
- Urgent demands from colleagues.
- Meetings of low value and/ or too long.
- Crisis management time.



4 Four Step Easy to Implement Method



1. Situation Analysis.

During the first step, you will identify the main time wasters.

2. Management of time wasters.

The second step will consist in defining solutions to eliminate the time wasters or, at least, limit their naxious effect.

3. Planning & Implementation

The solution selected to improve time management will be carefully planned and rigorously applied.

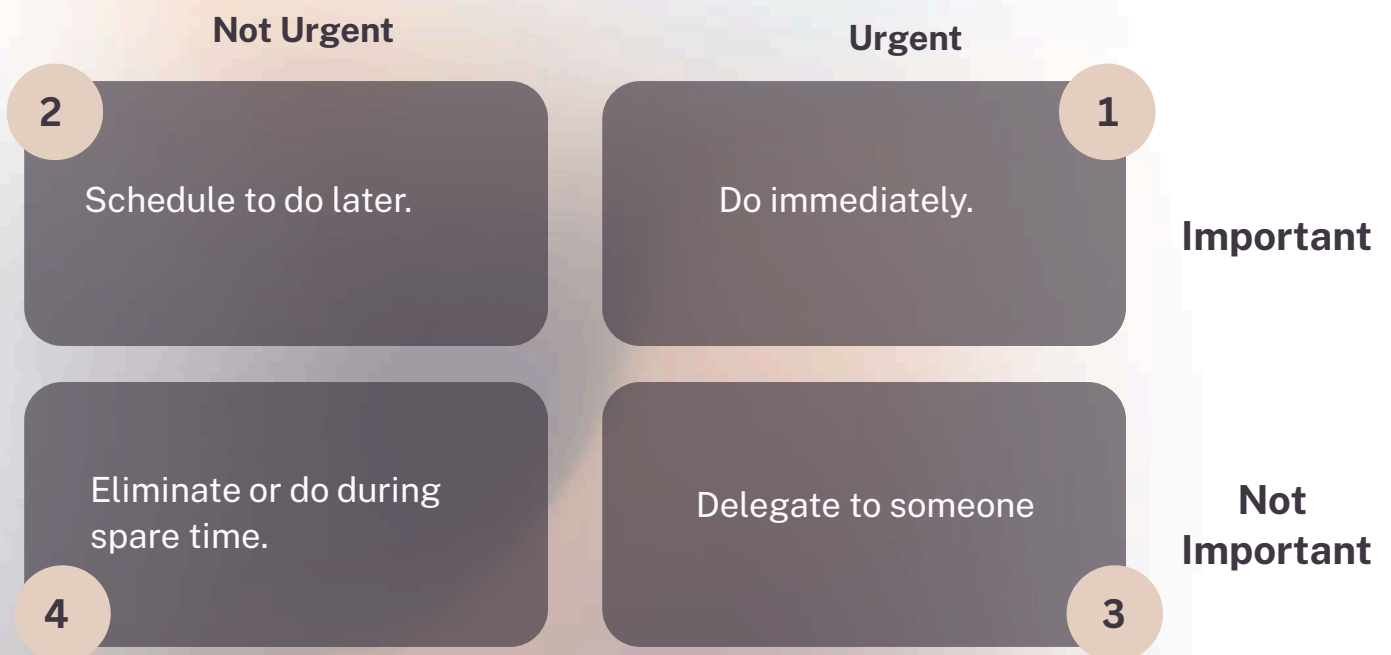
4. Tracking & Sharing outcomes

Systematically track the impact of the applied solutions and convince your colleagues to adopt the same method.

Management of Time Wasters

The Eisenhower Matrix help selecting activities to focus on and those to eliminate.

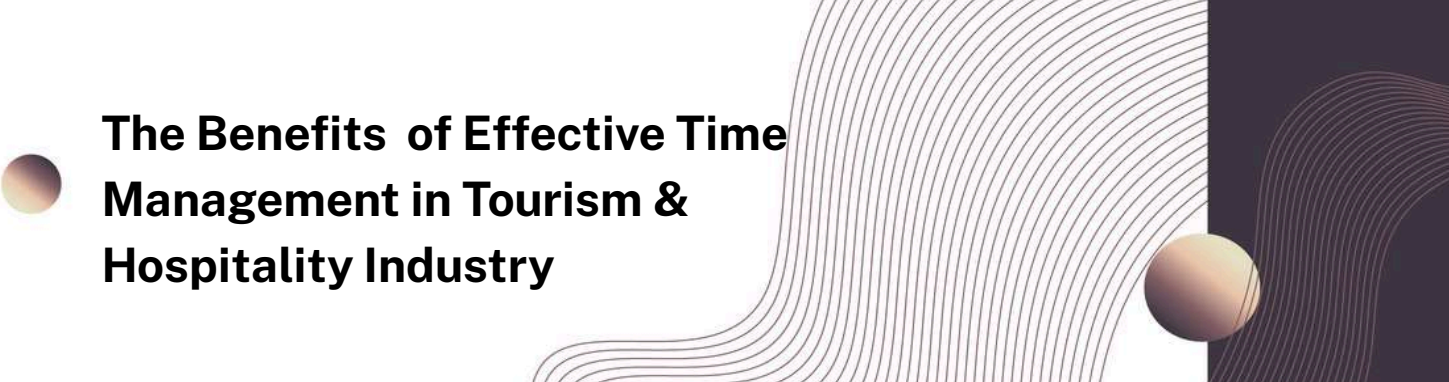
Prioritization of activities : Eisenhower Matrix.



- The Eisenhower Matrix is a tool to prioritize activities based on importance and urgency.
- Important activities contribute to meet long-term personal and/or corporate goals and urgent ones require immediate attention.
- A great attention should be paid at evaluating:

1. What activities should be done ?
2. When and by whom ?

- This matrix helps sorting out activities to focus on and those that should be ignored.
- Then a daily, monthly schedule of activities will be set considering their degree of priority based on importance and urgency.



The Benefits of Effective Time Management in Tourism & Hospitality Industry



NO
STRESS

Minimal Stress Levels

- Even the most successful employees feel stress to complete important deadlines, so you are not alone. People lead busy lives and work life balance can become quickly become unstable.
- Managing your time effectively can directly reduce your high level of stress. How ? You will experience.
- Fewer tight deadlines.
- Less rushing around.
- Higher quality of work.

The Benefits of Effective Time Management in Tourism & Hospitality Industry

Become more productive.

- When you watch an inspirational video on youtube or read post on instagram, you constantly hear and see the quote, “no days off”
- There is a point of diminishing returns if you carry on for too long! The power of rest cannot be underestimated as it brings so much health if you have the courage to listen to your mind and body.
- Have you ever spent extra time on a task yet failed to make significant progress? An example of ineffective productivity is like chopping down a tall tree with an axe that has a blunt blade. Pointless!
- Fatigue and tiredness cause you to do breakdown overtime. Employees at work who take timely intervals are far more likely to become more productive and get more volume of work done.
- A great benefit of time management is to know when to stop, rest and sharpen the blade.



The Benefits of Effective Time Management in Tourism & Hospitality Industry



Much Less Procrastination

- Have ever said to yourself / Will do later / We all have.
- Managing your time more successfully significantly reduces your urge to delay and procrastinate over and procrastinate important projects.
- After all, the meaning of time management is simply the process of organizing and planning how to separate your time between specific activities. Applying good time management enables you an employee to work smarter rather that harder.
- For example, supervisors team leaders and managers with strong time management skills can instantly eliminate procrastination in their work life by ensuring their team are familiar with tasks that have been scheduled and when it needs to be finished.

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Experience Team Conflict.

- Due to feeling rushed and stressed, how often do you experience conflict with your team at work?
- An important advantage of time management in the workplace is that you will experience a lot less arguments and heated exchanges.
- Due to being more organized, you will be less stressed and therefore more likely to communicate your message with clarity and respect.
- Avoid creating problems with others with others by planning and preparing your day in advance. Try using simple to so list with realistic completion dates. Review your work at the end of week.



The Benefits of Effective Time Management in Tourism & Hospitality Industry



Don't
waste
your
time!

Less Wasted Time.

- People who make strategic plans, set clear deadlines and actually stick to your schedule tend to waste less time and achieve their objectives and goals.
- For example, when employees are self disciplined and know exactly what they need to do, they waste less time in idle activities and instead focus their energy on more important projects.



The Benefits of Effective Time Management in Tourism & Hospitality Industry

You will develop responsibility.

- Good time management becomes a good habit over time. Developing positive habits encourage you to develop responsibility in all aspects of your life.

Responsibility

The Benefits of Effective Time Management in Tourism & Hospitality Industry



OPPORTUNITY

Increase Opportunities.

Why is time management needed for successful life and career?

Successful people create habits which have trickle down effect. Let explain how below.

- Applying best practice time management techniques allow you to accomplish more in a shorter period of time, which then leads to more free time, which lets you take advantage of the life or career opportunities.
- Wasted time can limit your chances of succeeding, especially in the work place.
- Even worse, poor time management could cost your job due to not turning up to work on time and having poor attendance.
- Properly managing your time even by using basic tools like a calendar and to do list can boost your career prospects. Feeling de-motivated? Try setting a short term goal and ticking it off your checklist. You have nothing to lose.

The Benefits of Effective Time Management in Tourism & Hospitality Industry

You build respect and trust

- As your productivity becomes increasingly more effective, so will the reputation of the person doing the task.
- Reliability is the foundation for trust and respect. Being recognised for having a reliable personality in the workplace will help you gain the respect of your peers and managers.
- Being reliable and productive are essential qualities many employers search for.



The Benefits of Effective Time Management in Tourism & Hospitality Industry



Feel more self confident.

- Feeling confident and mentally strong comes when you plan your work in specific time-frame.
- The truth is proper time management never takes you time in the long run, instead it provides your day with extra time. People can reach their true potential once they become more confident.

The Benefits of Effective Time Management in Tourism & Hospitality Industry

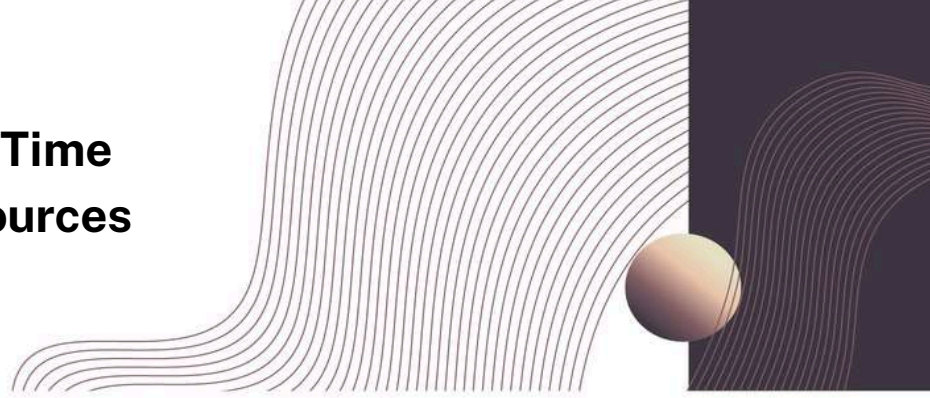
More time for hobbies

More free time in your days allows you to do the recreational activities that make you happy ! Ultimately this helps us to balance our life by working hard and having a reward at the end of the day or working week we look forward too.





Scan for Effective Time Management Resources



01. Effective Time Management



02 . Tranform Your Day with Effective Time Management

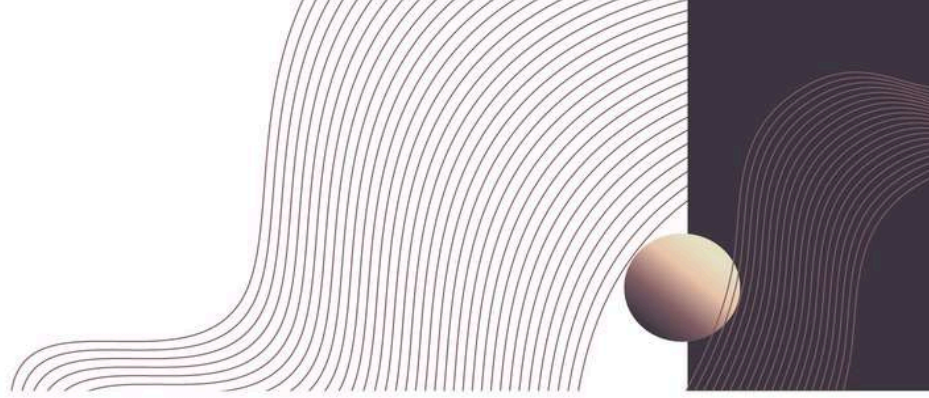


03. Time Management Training





Quiz Time !!



Formative Assessment

Customer Service DTM10303 Chapter 5: Effective Teamwork and Time Management

eISBN 978-967-2753-24-7



Cataloguing-in-Publication Data

Perpustakaan Negara Malaysia

A catalogue record for this book
is available from the national
Library of Malaysia

eISBN 978-967-2753-24-7