

Professionalism ... In Action!

FAULTY TOWERS

As you watch the Faulty Episode, keep in mind the ABC's of professionalism: Attitude, Behaviour and Communication.

When you are done watching complete this reflection. If you need more space use the back of this paper!

Attitude

Reflect on the attitude of the employees in Faulty Towers. Was it positive or negative? Were they helpful? Friendly? Patient? Respectful? Give specific examples to support your opinions.

Behaviour

Did the employees in Faulty Towers demonstrate professional behaviour? Did they show consideration for their customers and co-workers? Did they show respect for their customers by looking after their needs first? Give specific examples to support your opinions.

Communication:

Did the employees in Fawlty Towers show good communication skills? Were they approachable to their customers? Were they polite to their customers? Give specific examples to support your opinions.
