

Dealing with Distractions (Assessor Notes)

Getting distracted can prevent you from managing your time effectively. Give examples of ways you have been distracted from your planned daily tasks and describe how you minimised the effect on your plans.

Distraction or Interruption	How did you minimise the effect on your planned tasks?
Telephone interruption (e.g. customer / sales call)	Pass the call to a more appropriate person such as the manager Take details and politely ask the person to call back at a more convenient time
Sales rep or other external person dropping in without appointment	Pass them to a more appropriate person such as the manager Politely ask the person to call back at a more convenient time
Not having the tools you need to do a job e.g. linen, tableware, products (e.g. condiments/bar stock /delivery not arriving on time), equipment failure	Report the problem immediately to a senior person Continue with other tasks whilst the problem is being dealt with Seek alternative ways to resolve the problem e.g. buy items using petty cash / borrow from another branch
Having to do extra tasks which are not normally your responsibility (e.g. covering for a person off sick)	Talk to colleagues and share out the extra tasks Take time to prioritise the list of tasks so that important jobs get done Find someone to cover for the person sick
Not being given clear instructions or having no instructions (e.g. supervisor not available)	Ask the supervisor the clarify their instructions Seek advice from a more experienced member of the team Refer to written instructions such as a company manual
Having to attend a staff meeting or training session	Ask a colleague to carry out important tasks for you in your absence Re-prioritise tasks so that these can be completed in the time you have Come in early or complete tasks the day before if possible
Agreeing to do something when you should have said 'no'	Explain the situation to your manager and ask them to help you Explain to the person you made the promise to that it may take a

	little longer than first agreed Learn how to be more assertive and how to say 'no' in a polite manner
An unexpected emergency (e.g. accident, fire evacuation, flood)	Deal with the situation calmly and efficiently to minimise the time lost Re-prioritise tasks so that these can be completed in the time you have